



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2022-2024

Judicial Branch in AZ in and for the County of **MARICOPA**

Superior Court
Justice Courts



TABLE OF CONTENTS

A. PLANNING METHOD AND PARTICIPANTS.....	3
B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL.....	4
B.1. JUDICIAL BRANCH STATEWIDE AGENDA	
B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES	
C. CURRENT TECHNOLOGY ENVIRONMENT.....	18
D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS.....	19
D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION	
D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES	

APPENDICES

A. CURRENT ENVIRONMENT.....	38
1. HARDWARE ENVIRONMENT BY COURT	
2. HARDWARE FOR SPECIAL FUNCTIONS	
3. LOCAL SERVER HARDWARE AND FUNCTION	
4. NETWORK ENVIRONMENT	
5. SOFTWARE ENVIRONMENT	
6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE	

COURT ORGANIZATION

This is a two (2) year technology strategic plan for the Judicial Branch in Maricopa County covering the period from January 2021 through June 2023. In addition to the Superior Court in Maricopa County, it includes the following justice courts in Maricopa County:

SUPERIOR COURT of ARIZONA in MARICOPA COUNTY	
Hon. Joseph Welty Presiding Judge	Hon. Janice Crawford Southeast Presiding Judge
Hon. Joseph Kreamer Associate Presiding Judge Juvenile Presiding Judge	Hon. Bruce Cohen Family Court Presiding Judge
Hon. Jay Polk Probate Presiding Judge	Hon. Lori Bustamonte Horn Northwest Presiding Judge
Hon. Pamela Gates Civil Presiding Judge	Hon. Patricia Starr Criminal Presiding Judge
Hon. Joseph Kreamer Juvenile Presiding Judge	Hon. Danielle Viola Tax Presiding Judge
JUSTICE COURTS in MARICOPA COUNTY	
Agua Fria Justice Court Judge Joe “Pep” Guzman	Manistee Justice Court Judge Donald Watts
Arcadia Biltmore Justice Court Judge Leonore Driggs	Maryvale Justice Court Judge Andy Gastelum
Arrowhead Justice Court Judge Craig Wismer	McDowell Mountain Justice Court Judge Michael Reagan
Country Meadows Justice Court Judge Anna Huberman	Moon Valley Justice Court Judge Debra Begay
Desert Ridge Justice Court Judge Cathy Riggs	North Mesa Justice Court Judge Kyle Jones
Downtown Justice Court Judge Enrique Medina Ochoa	North Valley Justice Court Judge Gerald A. Williams
Dreamy Draw Justice Court Judge Frank Conti, Jr.	San Marcos Justice Court Judge Kyle Jones
East Mesa Justice Court Judge Keith Russell, Presiding Judge	San Tan Justice Court Judge Samuel T. Goodman
Encanto Justice Court Judge Ken Cheuvront	Kyrene Justice Court Judge Sharron Sauls
White Tanks Justice Court Judge Heidi Owens	South Mountain Justice Court Judge Cody Williams
Hassayampa Justice Court Judge Miles Keegan	West McDowell Justice Court Judge Teresa Ramirez Lopez
Highland Justice Court Judge Jordan Ray	West Mesa Justice Court Judge Elaissia Sears
Ironwood Justice Court Judge Joe Getzwiller	University Lakes Justice Court Judge Tyler Kissell

A. PLANNING METHOD AND PARTICIPANTS

This year business decision makers met to discuss current technology issues facing the courts and to determine the business drivers impacting technology. This was done prior to producing a survey to determine if the drivers were up to date with technology changes. This meeting was followed up with a new and improved survey which provides more information than past surveys.

In addition, because of changes authorized by the Commission on Technology, municipal courts in the county have been excluded from the Branch Plan development process. Select courts now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to this document when published.

The following participants in Maricopa County were invited to participate in the survey and email discussions: Clerk of Court, Adult Probation, Juvenile Probation, Justice Court and Superior Court management, all Justices of the Peace, Superior Court Departmental and Regional Presiding Judges and the Presiding Judge of Superior Court.

In addition to the judges identified earlier, listed below are the business and IT leaders that participated in the survey or were contacted by email and given an opportunity to review and provide comments to this plan.

Raymond Billotte	Judicial Branch Administrator
Brian Bledsoe	Superior Court, Family
Christopher Bleuenstein	Court Interpreters Office
Michael Cimino	Adult Probation, Chief
Mary Byrnes	Court Administration
Dennis Carpenter	General Counsel
Cheri Clark	Superior Court, Juvenile
Paula Collins	Superior Court, Law Library Resource Center
Ken Crenshaw	Technology Services
Emelda Dailey	Alternative Dispute Resolution
Kristi Dallman	Superior Court
Sharlene DeHorney	Juvenile Probation
Michelle Dunivan	Superior Court
Elizabeth Eells	Juvenile Probation
Jennifer Fish	Human Resources
Shawn Friend	Deputy Court Administrator
Nicole Garcia	Superior Court, Jury
Sean Gibbs	Security
Jennifer Gilbertson	Technology Services
Michaela Heslin	Juvenile Probation
Bob James	Deputy Court Administrator
Richard McHattie	Clerk of Court
Keith Kaplan	Superior Court, Civil
Matthew Martin	Superior Court, Criminal
Eric Meaux	Juvenile Probation, Chief
James Morrow	Justice Courts
Charisse Richards	Technology Services
Cindy Reid	Education and Training
Debra Rubenstein	Superior Court, Family
Saul Schoon	Adult Probation
Sheila Tickle	Superior Court, Probate

Jackie Traher	Law Library Resource Center
Teresa Tschupp	Juvenile Probation
Mary Vyverman	Grants Coordinator
Therese Wagner	Adult Probation
Karen Westover	Deputy Court Administrator
Richard Woods	Deputy Court Administrator

B. STRATEGIC AGENDA: JUSTICE FOR THE FUTURE PLANNING FOR EXCELLENCE 2019-2024

ARTICLE I. B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:

<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING COURT AND AGENCY TECHNOLOGY INITIATIVES

"The Judicial Branch of Arizona in Maricopa County ("Judicial Branch" and/or "Branch") is dedicated to providing a safe, fair and impartial forum for resolving disputes, enhancing access to our services, and providing innovative, evidence-based programs that improve the safety of our community and ensure the public's trust and confidence in the Judicial Branch." "The Judicial Branch is committed to excellence and the principles inherent in the rule of law ... every person, every day, every time." Our values are: **Fairness, Respect, Integrity, Innovation and Safety**. To this end, there is an on-going spirit of cooperation and urgency within the Maricopa County court community regarding court and agency technology initiatives. Branch partners realize that they must improve, consolidate, and collaborate regarding technology initiatives to keep pace with increasing workload demands and pressures to do more with less. Branch partners in Maricopa County meet regularly through a variety of different meetings to discuss initiatives, problems, and to encourage ongoing collaboration. Meetings include but are not limited to McJustice, the Municipal Presiding Judges and Presiding Justice of the Peace meeting, Technology Steering Committees, and Technology Oversight Committees. In 2016, the Judicial Branch developed its own Strategic Plan. It has since been updated. The complete strategic plan is available upon request. Listed below are a few highlights of local strategic issues facing the Branch:

1. **Access to Justice and Delivery of Services.** This strategic focus area corresponds with Arizona Supreme Court Strategic Agenda 2014-2019, “**Promoting Access to Justice.**” The Judicial Branch is committed to enhancing access to justice and continuously improving services and programs for Branch users and adults and juveniles involved in the justice system. Providing equal access, achieving positive case outcomes, and ensuring fairness are high priorities for the Branch. Diverse populations need multiple ways to access court and adult and juvenile probation services. They may live in remote areas and may lack transportation to get to court/probation facilities. Additionally, low income Branch users and offenders oftentimes lack access to Branch services. They may not be able to afford legal representation or document preparers; cost can be a barrier. Language, literacy and culture also can prevent access. The inability to read and write and cultural differences can be barriers to access. Improving self-help services, language assistance, signage, online access to information and personal assistance to help users and offenders find their way are examples of improvements that will enhance access to justice. Additionally, expanding the ability to do business with the Branch electronically (e.g., website improvements; e-forms; e-file; e-pay, etc.) and providing services in non-traditional locations will improve access.

To effectuate and ensure the Branch is accessible to all, the Branch will:

- A. Enhance information available to assist Branch users.
- B. Use technology to enhance access to court and case information.
- C. Improve way-finding to and around Branch facilities.
- D. Enhance and expand services available to diverse Branch users (e.g., non-English speaking, disabled, self-represented, etc.).
- E. Explore expanding Branch services at non-traditional times and places.
- F. Better educate Branch users about available resources and services.

To effectuate and ensure the Branch will continue to provide quality programs and services, the Branch will:

- A. Assess the needs of Branch users.
- B. Enhance and expand treatment and supervision groups.
- C. Use evidence-based/evidence-informed and other promising methods and programs.
- D. Better educate Branch users including adult and youth involved in the justice system about available services and programs.
- E. Collaborate with justice system and community partners to improve programs and services.

2. **Protecting Children, Families and Communities.** This Arizona Supreme Court Strategic Agenda 2014-2019 strategic focus area corresponds to “**Access to Justice and Delivery of Services**” and “**Procedural Fairness, Effective Case Management and Efficient Operations.**” Within each of these focus areas The Judicial Branch is committed to protecting children, families and communities by continuously improving services and programs for Branch users and adults and juveniles involved in the justice system. The Judicial Branch has made it a priority to protect our most vulnerable populations. We have reformed our juvenile courts to provide timely hearings and due process in child neglect and dependency cases. We have reformed our probate rules and laws to ensure our elderly have adequate protections against exploitation and abuse. Every day, we protect our communities by holding juvenile and adult probationers accountable and providing the treatment and rehabilitative services they need to once again become productive and law-abiding members of the community. We have developed over the years many specialty problem-solving courts to better serve individuals who may have specialized needs. Although we decide cases, we seek to solve problems.

To effectuate and ensure that children, families and our community is protected, the Branch will:

- A. Improve and expand the use of evidence-based practices to determine pre-trial release conditions for low risk offenders.

- B. Continually evaluate and as appropriate, implement new or expanded evidence-based programs for the Judicial Branch's Adult and Juvenile Probation services.
- C. Use evidence-based services and interventions for children and families for reunification and permanency in dependency cases.
- D. Encourage and support the educational needs of all youth under court supervision as a critical factor in future well-being.
- E. Collaborate with justice partners, treatment providers, and other community service entities to expand problem-solving courts, if needed.
- F. Collaborate with all levels of government, justice partners and stakeholders to ensure the **availability of comprehensive, front-end, family court services to all litigants**, both represented and self-represented.
- G. Develop and implement **court processes that make sure parties are prepared to have a meaningful appearance before a judge**.
- H. Work with the government representatives and stakeholders to review and improve the Family, Probate and/or Juvenile Rules where needed, to simplify and streamline proceedings to provide **efficient and timely judicial events**.
- I. Enhance judicial education to provide judges with **comprehensive and updated judicial tools and resources**.
- J. Develop **improved communications and consultations with judges and other justice partners and stakeholders** regarding ongoing developments, new initiatives and current issues.

3. **Judicial Branch Governance and Accountability.** This strategic focus area corresponds with Arizona Supreme Court Strategic Agenda 2014-2019 to **"Improve Communications and Communication Participation."** As a co-equal branch of government, the Judicial Branch must maintain authority and control over its duties and responsibilities to ensure constitutional and statutory obligations are met that serve the people/citizens it serves. Equally important, the Branch is also committed to continuing to communicate and work effectively with the other branches to strengthen justice services in Maricopa County as well as educate the public about the Branch.

Additionally, to provide the highest quality of justice services to the people/citizens it serves, the Branch must be nimble and responsive. To that end, the Branch needs to clarify and strengthen its governance and organizational structures. Doing so will strengthen the ability to lead and manage the Branch. Finally, the Branch is committed to being transparent and accountable.

To effectuate and ensure that the Branch will have strong relationships with and greater respect of and for Executive and Legislative branches of government, the Branch will:

- A. Establish sustainable, open lines of communications with county and state officials and legislators.
- B. Educate and inform county and state officials and legislators about the needs, priorities, and accomplishments of the Branch.
- C. Increase involvement in developing and shaping legislation and public policy that will impact the Branch.
- D. Propose innovative solutions to improve justice services.

To effectuate and ensure that the public is educated regarding the roles, responsibilities, and priorities of the Branch, the Branch will:

- A. Engage and educate the public about Branch accomplishments and specific issues that promote justice and accountability (e.g., merit selection).
- B. Solicit input from the public regarding its needs and perceptions of the Branch.
- C. Collaborate with the legal community to promote the judiciary and educate the public on specific issues that promote justice and accountability.

To effectuate and sure that the Branch will be viewed and treated as an independent and co-equal branch of government, the Branch will:

- A. Promote the Branch as a separate, co-equal branch of government.
- B. Develop and present a Branch-wide budget and funding strategies.
- C. Create the ability to use budgetary resources independently to meet the needs of the Branch.
- D. Transition Judicial Branch functions and responsibilities from the County/Executive Branch to the Judicial Branch.

To effectuate and ensure that the Branch will maintain an effective and responsive governance and organizational structure, the Branch will:

- A. Strengthen the Branch's independence and governance structure.
- B. Improve the Court's organizational structure.
- C. Educate/communicate on the Branch's governance and organizational structure.
- D. Develop succession planning to assure continuity in judicial and administrative leadership.

4. **Procedural Fairness, Effective Case Management, and Efficient Operations.** This strategic focus area corresponds with the Arizona Supreme Court Strategic Agenda 2014-2019 to “**Improve Court Processes to Better Serve the Public.**” It also includes the Supreme Court's “Justice for All” Report and Recommendations of the Task Force on Fair Justice for All: Court-Ordered Fines, Penalties, Fees, and Pretrial Release Policies. The Branch embraces principles of procedural fairness. It also is committed to resolving legal matters in a fair and timely manner and operating efficiently and effectively. The Branch will continue to provide procedural fairness, reduce delay, strengthen case flow management practices, simplify procedures, and improve work processes. It also will continue to improve the case management systems(s) and use other technology to improve timeliness and efficient operations.

To effectuate and ensure that principles of procedural fairness are embraced and demonstrated throughout the Branch, the Branch will:

- A. Educate/train Branch employees on procedural fairness.
- B. Make court procedures and case management practices more understandable.
- C. Treat all Branch users and adult and youth involved in the justice system with dignity and respect.
- D. Assure Branch users and adult and youth involved in the justice system are afforded the opportunity to be heard.
- E. Ensure Branch users and adult and youth involved in the justice system understand what they need to do to comply with court orders.
- F. Recognize and be responsive to the needs of Branch users and adults and youth involved in the justice system.
- G. Demonstrate the Branch's core values – Fairness, Respect, Integrity, Innovation and Safety.

To effectuate and ensure that legal matters and services provided are timely, fair and efficient, the Branch will:

- A. Develop and implement a state-of-the-art electronic case management system inclusive of pre- and post-disposition matters.
- B. Enhance case management practices.
- C. Use evidence-based practices to guide decisions and services.
- D. Simplify court procedures.
- E. Streamline work processes.
- F. Provide timely services to judicial branch users.
- G. Collaborate with justice system partners to reduce delay, improve services, and enhance operations.

5. **Competent and Engaged Workforce.** This strategic focus area corresponds to Arizona Supreme Court Strategic Agenda 2014-2019 to “**Enhance Professionalism within Arizona Courts.**” The Branch must have competent and engaged employees to fulfill its mission and work toward the vision of the future. This includes: recruiting and retaining a skilled workforce; training and developing employees; providing career and advancement opportunities; applying principles of procedural fairness in the workplace (i.e., treating staff respectfully, giving voice, treating everyone equally and consistently, and showing concern for needs); providing resources and equipment needed to do work well, recognizing and valuing the contributions of employees; creating a positive, motivating, and satisfying work environment, and providing competitive pay and benefits.

In addition, it is important to note that long-term work force trends, along with dramatic changes in local population demographics, generational issues, non-competitive salaries in some areas, service demand, in addition to increasing skill levels required for Branch personnel, suggest that it will become more and more difficult to hire and retain the sophisticated workforce needed to meet public expectations. In addition, Federal, State and County economic issues have impacted staff morale due to increased cost of living expenses, increased work load, and below market salaries in some cases.

Trends indicate that the court management and justice related workforce is aging rapidly. Rapid aging is especially apparent among middle management and senior administrative segments of the court management profession across the nation but especially in California, the primary competitor for managers and administrators throughout the southwestern United States.

Additionally, because of computer and telecommunications technology advances, increased emphasis on evidence-based practices, changes in community demographics and increased public expectations for customer service, the types and levels of skill requirements for court personnel are increasing rapidly and will continue to increase greatly over the next decade.

To effectuate and ensure the employment of a competent and diverse workforce, the Branch will:

- A. Attract and recruit skilled and diverse job applicants.
- B. Provide competitive pay and benefits.
- C. Improve and expand educational and training opportunities.
- D. Provide career advancement and lateral move opportunities.
- E. Develop future Judicial Branch leaders.

To effectuate and ensure a positive, engaging and rewarding work environment, the Branch will:

- A. Implement procedural fairness throughout the Branch.
- B. Reinforce and institutionalize the Branch’s mission, vision and values.
- C. Improve communication throughout the Branch.
- D. Involve staff in making changes and improvements and implementing best practices.
- E. Implement innovative workplace practices that increase satisfaction and performance.
- F. Develop and implement effective feedback systems and methods.
- G. Reward and recognize employees for their contributions and excellent performance.
- H. Provide necessary resources/equipment to do jobs effectively.

6. **Branch Infrastructure – Technology, Facilities, Security.** This strategic focus area corresponds to Arizona’ Supreme Court Strategic Agenda 2014 to “**Improve Court Processes to Better Serve the Public,**” and Supreme Court Administrative Order 2017-15, Adoption of Court Security Standards. The Judicial Branch of Arizona in Maricopa County must have an adequate infrastructure to maintain and improve performance. Thus, it is committed to improving the technological infrastructure, facilities and space, and physical and cyber security.

To effectuate and ensure that Branch technology infrastructure will support the work/business of the Branch, the Branch will:

- A. Enhance reliability of hardware, software, network and data.
- B. Integrate systems and share appropriate data.
- C. Use existing and evolving technology to expand and enhance the ability to do Branch work/business.
- D. Assess and continuously improve cyber security and safety of information.

To ensure that Branch facilities install confidence in the Branch, the Branch will:

- A. Improve and update current facilities and space.
- B. Improve use of existing space.
- C. Expand facilities/service sites.

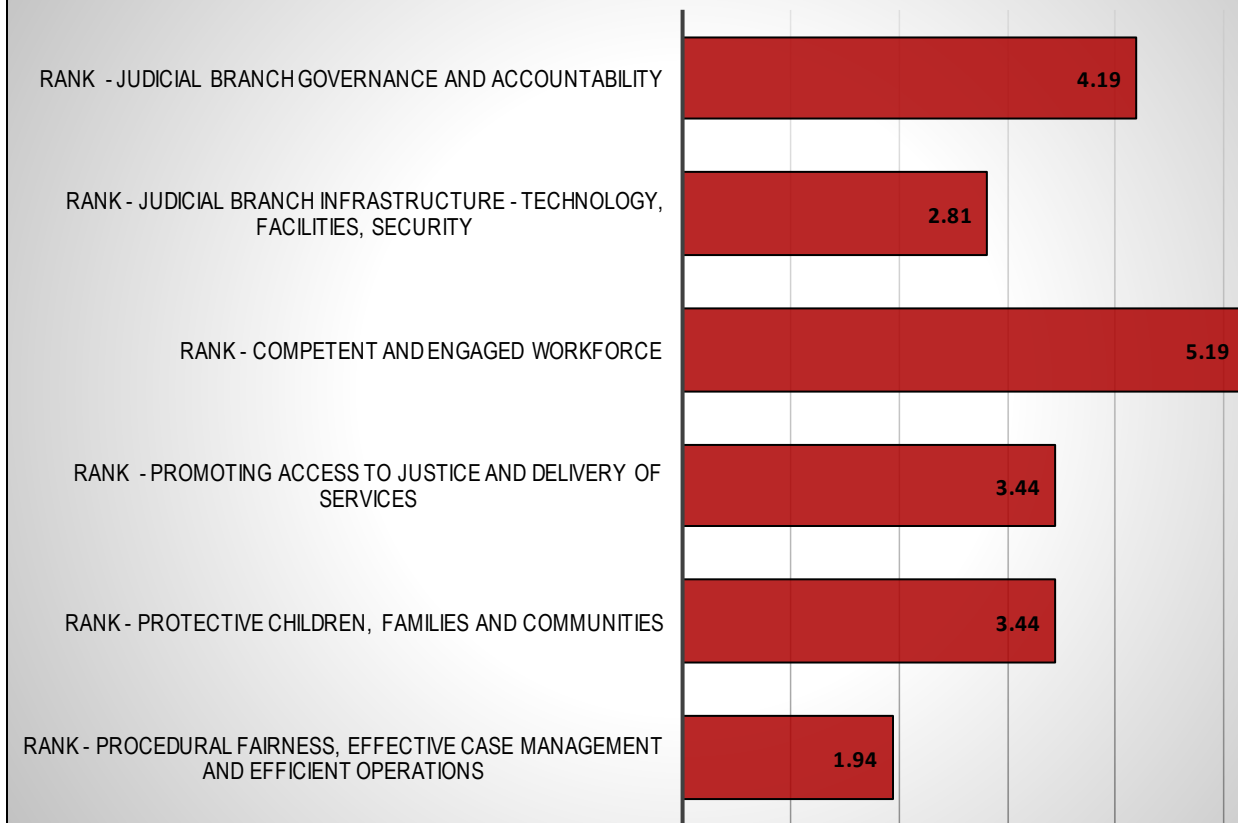
To ensure that Branch facilities are safe and secure, the Branch will:

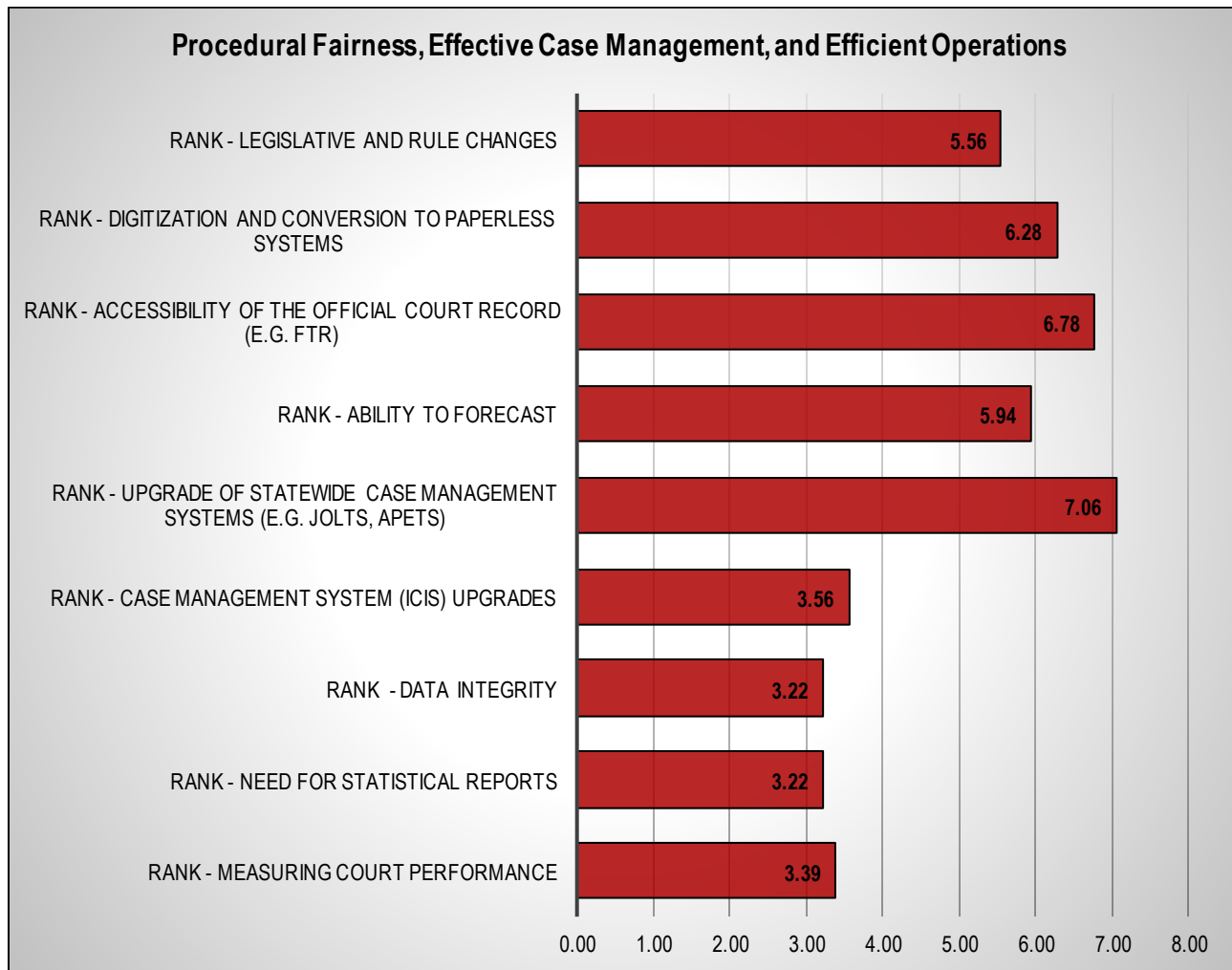
- A. Assess and continuously improve the safety and security at Branch locations.
- B. Enhance emergency preparedness.

B.3. BUSINESS DRIVERS, IN ORDER OF PRIORITY

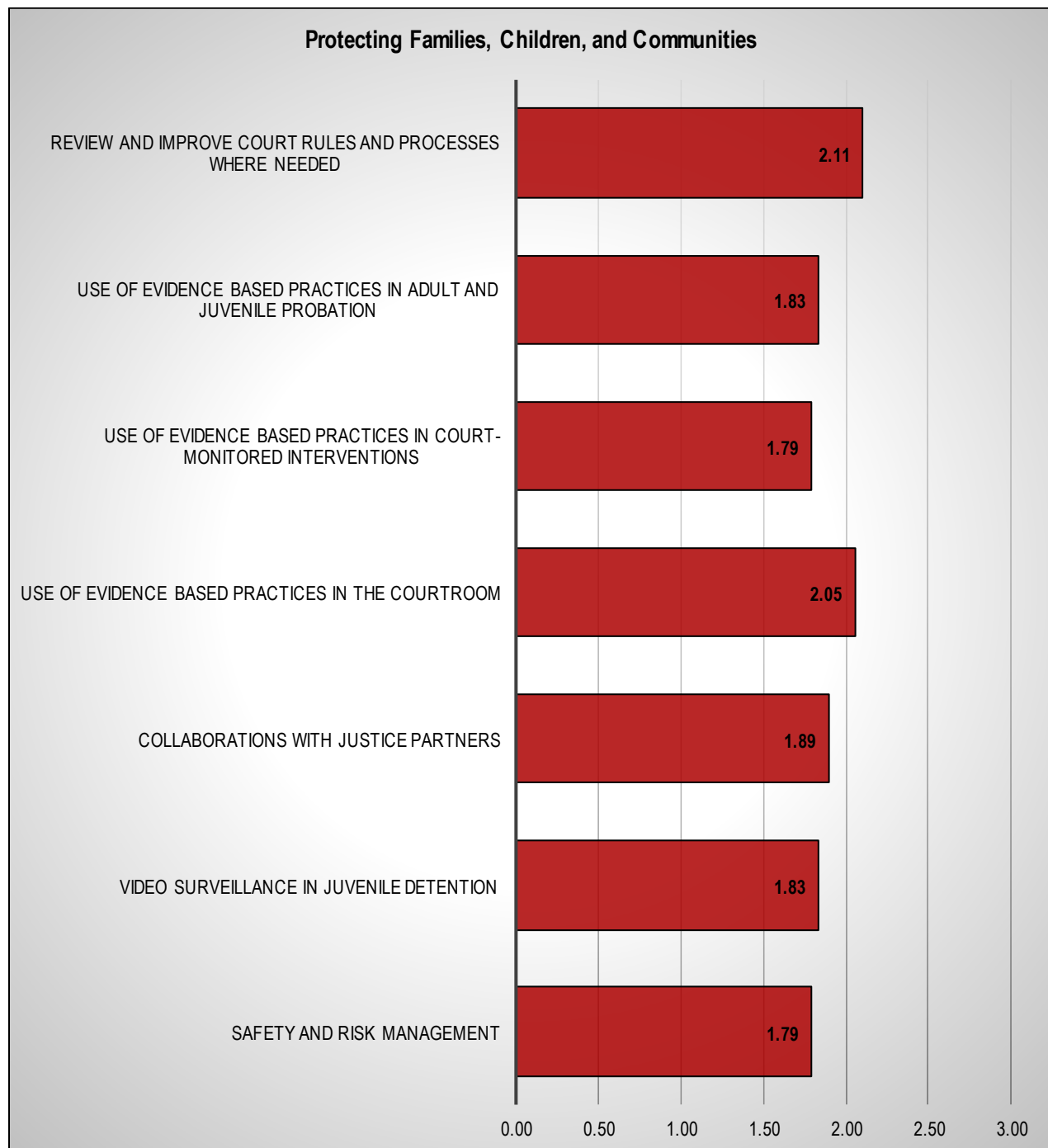
In addition to local strategic issues facing courts and probation departments, judicial branch members discussed common business drivers. It is important to note that all of these drivers are important. Survey participants were told that all drivers could not be the highest priority and the survey instrument required participants to rank the drivers. In addition, a significant number of new drivers were added this year. Those drivers were then ranked under each strategic goal. A list of all drivers and their rank follows this section. Results are summarized below:

What strategic goal drives technology projects most?

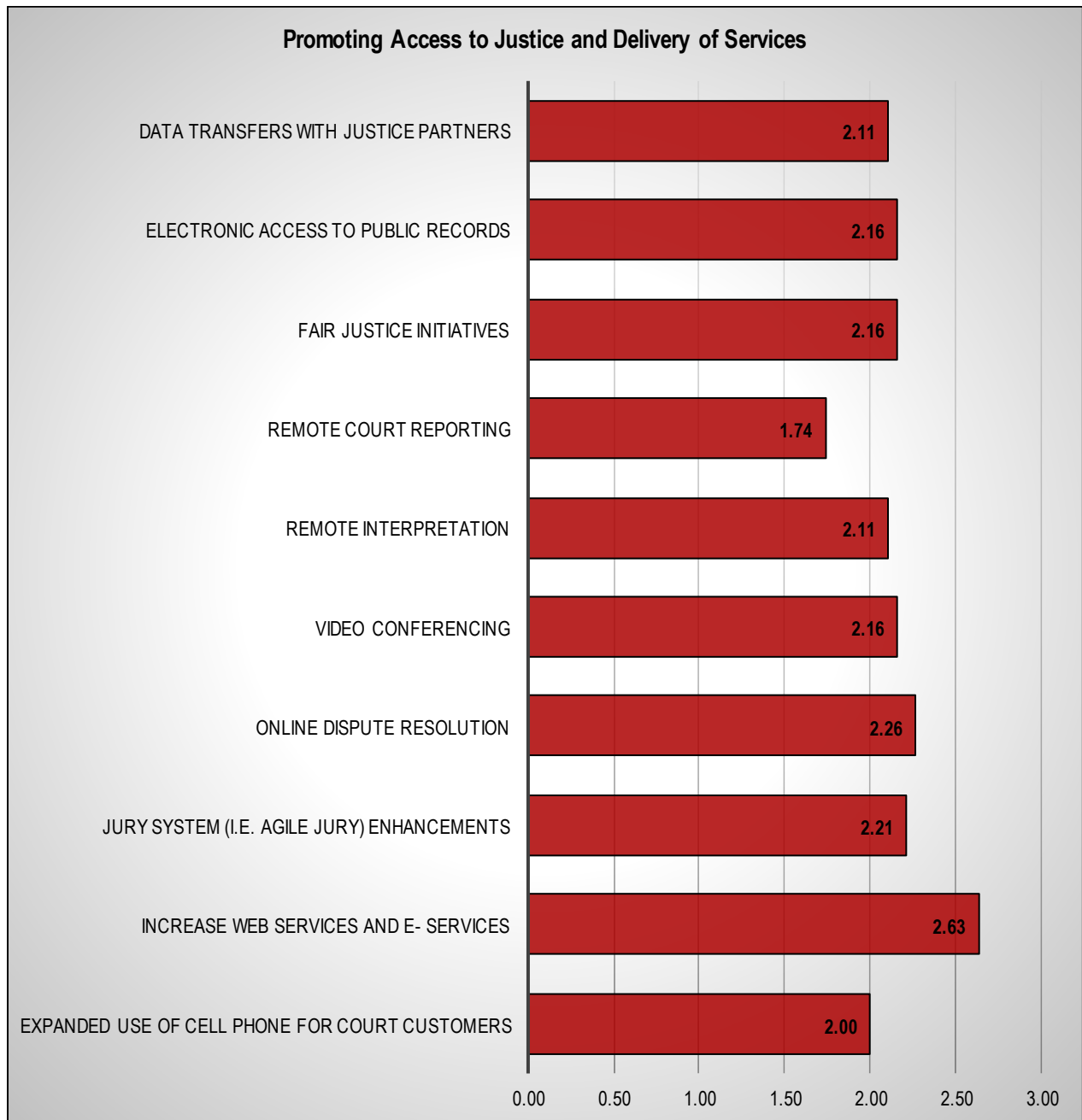




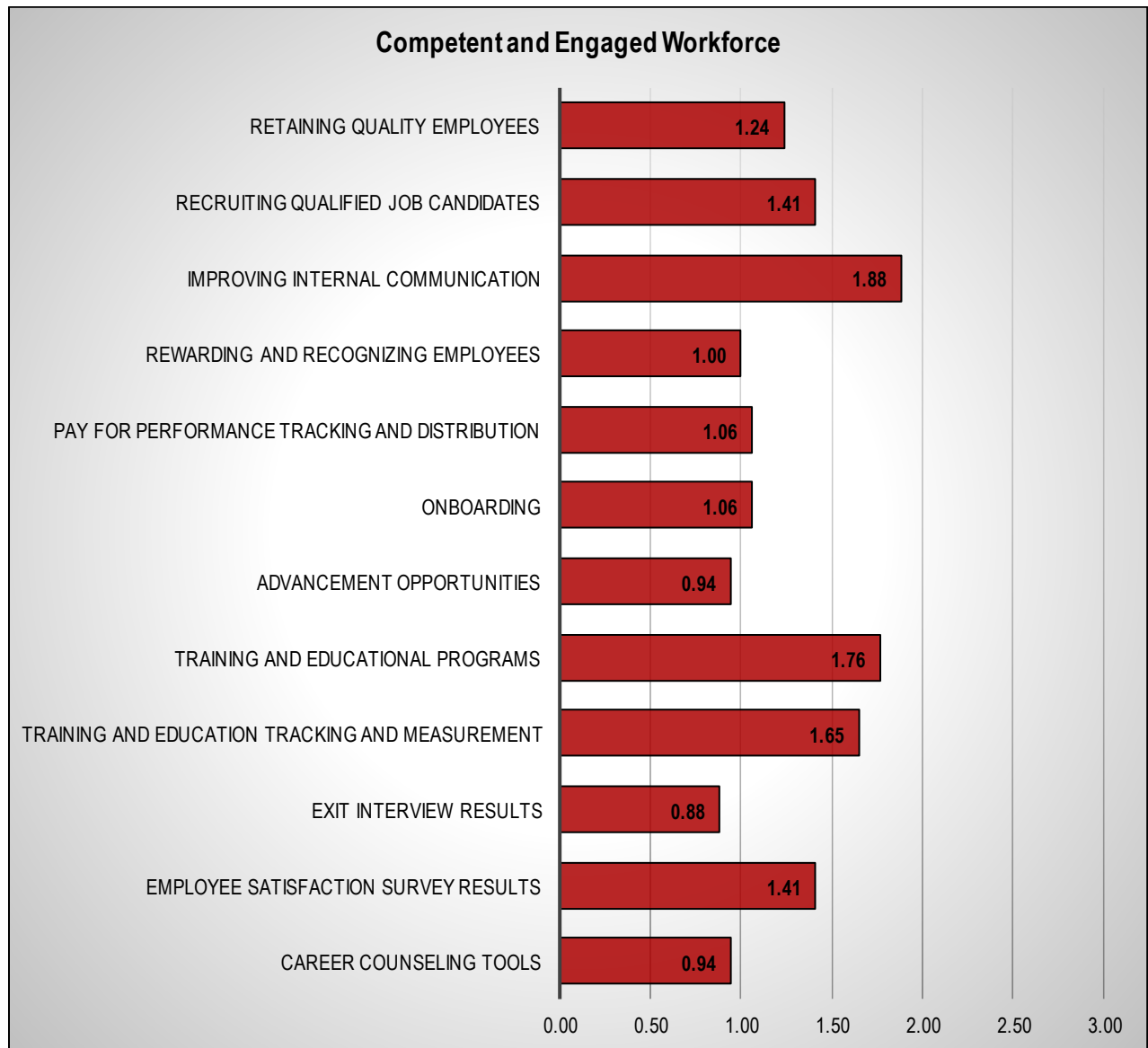
Drivers included measuring court performance, the need for statistical reports, data integrity, internal case management system upgrades, statewide case management systems, the ability to forecast; accessibility of the official court record; digitization and conversion to paperless systems and legislative and rule changes. The results indicate that internal case managements system upgrades are the biggest driver in this area. **With that side, if more probation department employees were involved in the survey, the results would indicate that upgrades to statewide case management systems were just as important.**



Drivers include safety and risk management, video surveillance in juvenile detention; collaborations with justice partners, use of evidence-based practices in the courtroom, use of evidence-based practices in the court; use of evidence-based practices in adult and juvenile probation; and review and improve court rules and processes. The leading driver in this area is to review and improve court rules and processes. However, evidence-based practices are critical in all areas and video surveillance will be required in juvenile detention.

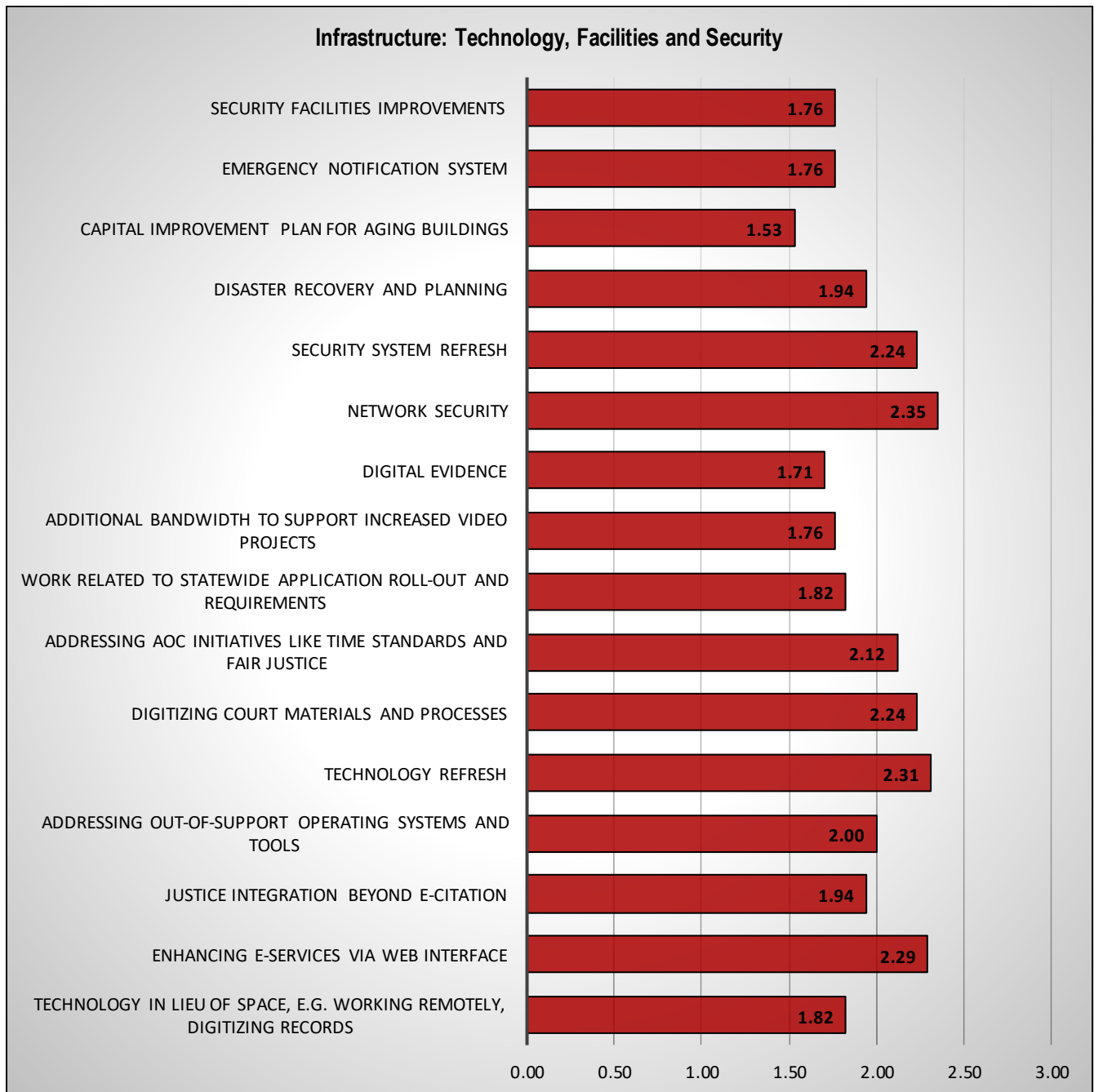


Drivers include expanded use of cell phones for court customers; increase web service and e-services; jury system enhancements; online dispute resolution; video conference; remote interpreters; remote court reporting; fair justice initiatives; electronic access to public records; and data transfer with justice partners. **The leading driver in this area is increase web services and e-services.**

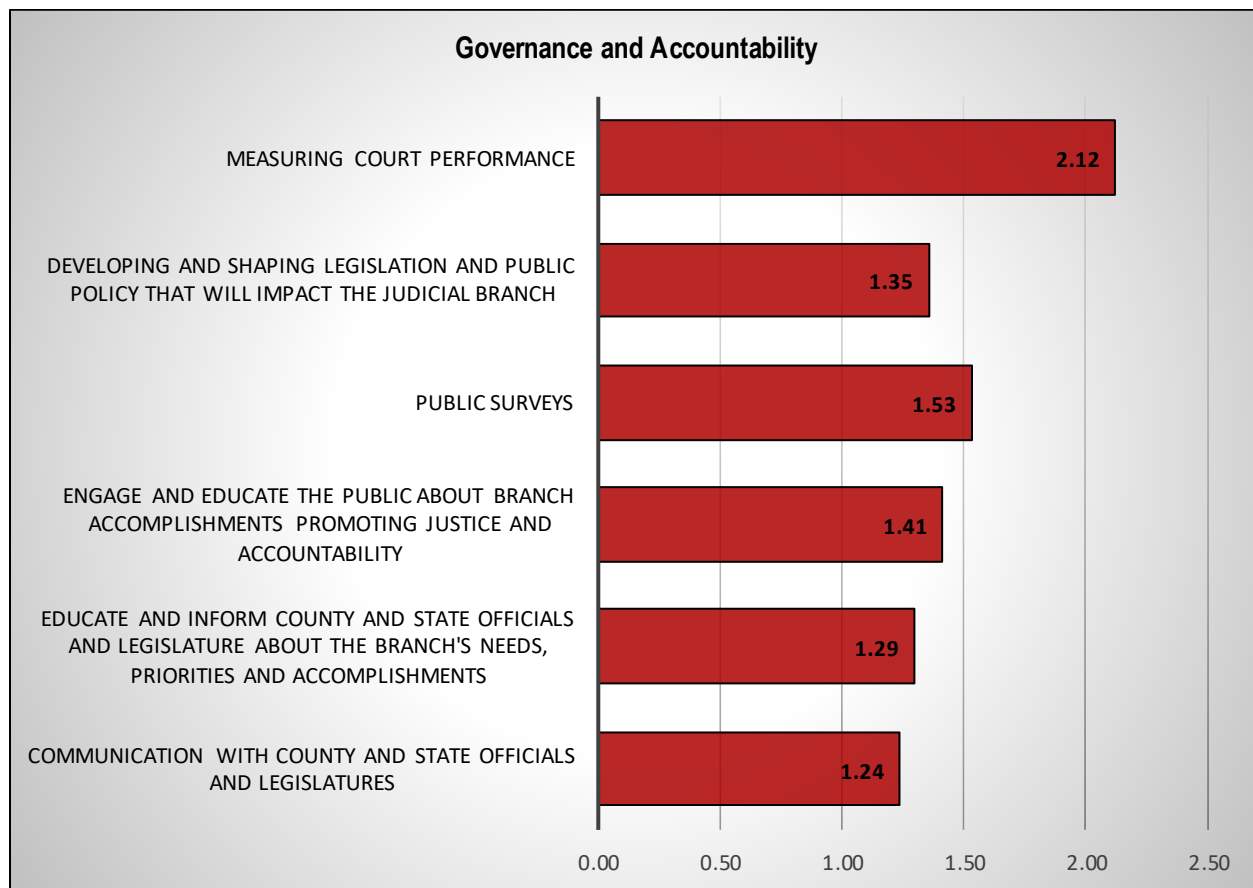


Technology improvements cannot be accomplished without a qualified workforce. With workforce changes it is important to develop and adapt recruiting, retention and succession planning strategies. It is also critical to appreciate and value employees and find creative ways to reward them during difficult budget years. As the economy recovers and government resources wane behind, hiring and keeping good people becomes even more important. The Judicial Branch must find ways to enhance services but at the same time improve morale. The Judicial Branch is experiencing turnover, significant retirements, and salaries below market range. Employees' purchasing power is still below their purchasing power prior to the major recession. They may make a few dollars more, but they have less to spend due to inflation and no cost of living increases. Without good people, the Judicial Branch cannot go from good to great, provide necessary services, or achieve its goals as identified in its strategic plan.

Drivers include career counseling tools; employee satisfaction results; exit interview results; training and education tracking and measurement; advancement opportunities; onboarding; pay for performance tracking and distribution; rewarding and recognizing employees; improving internal communications; recruiting qualified job candidates; retaining quality employees. **The leading driver in this area is improving internal communications.**



Drivers include technology in lieu of space; enhancing e-services via web interface; justice integration beyond e-citation; addressing out-of-support operating systems; technology refresh; digitizing court materials and processes; addressing AOC initiatives like time standards; work related to statewide application rollouts; additional bandwidth; digital evidence; network security; security system refresh, disaster recovery and planning; capital improvement plans for aging buildings; emergency notification systems; and security facilities improvements. **The leading driver in this area is network security.**



Drivers include communication with county and state officials; educate and inform county and state officials; engage and educate the public about the Judicial Branch; public surveys; developing and shaping legislation; and measuring court performance. **The leading driver in this area is measuring court performance.**

ARTICLE II. BUSINESS DRIVERS, IN ORDER OF PRIORITY

The extent to which the following items drive technology projects in Maricopa County	
All Drivers of Technology Projects	Average response
Expanded use of cell phone for court customers	3.44
Case management system (iCIS) upgrades	2.67
Increase web services and e- services	2.63
Need for statistical reports	2.50
Data integrity	2.45
Network security	2.35
Measuring court performance	2.35
Technology refresh	2.31
Enhancing e-services via web interface	2.29
Online Dispute Resolution	2.26
Digitization and conversion to paperless systems	2.25
Digitizing court materials and processes	2.24

The extent to which the following items drive technology projects in Maricopa County	
Security system refresh	2.24
Jury system (i.e. Agile Jury) enhancements	2.21
Video conferencing	2.16
Fair Justice initiatives	2.16
Electronic access to public records	2.16
Addressing AOC initiatives like time standards and Fair Justice	2.12
Measuring court performance	2.12
Review and improve court rules and processes where needed	2.11
Remote interpretation	2.11
Data transfers with justice partners	2.11
Legislative and rule changes	2.10
Use of evidence-based practices in the courtroom	2.05
Expanded use of cell phone for court customers	2.00
Addressing out-of-support operating systems and tools	2.00
Accessibility of the official court record (e.g. FTR)	1.95
Justice integration beyond e-citation	1.94
Disaster Recovery and planning	1.94
Ability to forecast	1.90
Collaborations with justice partners	1.89
Improving internal communication	1.88
Upgrade of statewide case management systems (e.g. JOLTS, APETS)	1.84
Video Surveillance in Juvenile Detention	1.83
Use of evidence-based practices in adult and juvenile probation	1.83
Technology in lieu of space, e.g. working remotely, digitizing records	1.82
Work related to statewide application roll-out and requirements	1.82
Safety and risk management	1.79
Use of evidence-based practices in court-monitored interventions	1.79
Training and educational programs	1.76
Additional bandwidth to support increased video projects	1.76
Emergency notification system	1.76
Security facilities improvements	1.76
Remote court reporting	1.74
Digital evidence	1.71
Training and education tracking and measurement	1.65
Capital improvement plan for aging buildings	1.53
Public surveys	1.53
Employee Satisfaction Survey results	1.41
Recruiting qualified job candidates	1.41
Engage and educate the public about Branch accomplishments promoting justice and accountability	1.41

The extent to which the following items drive technology projects in Maricopa County	
Developing and shaping legislation and public policy that will impact the Judicial Branch	1.35
Educate and inform county and state officials and legislature about the Branch's needs, priorities and accomplishments	1.29
Retaining quality employees	1.24
Communication with county and state officials and legislatures	1.24
Onboarding	1.06
Pay for performance tracking and distribution	1.06
Rewarding and recognizing employees	1.00
Career counseling tools	0.94
Advancement opportunities	0.94
Exit interview results	0.88

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate and will actively be pursuing over the next three years. For those projects primarily supported at the State level, it identifies project status and describes the local courts' planned participation. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Design LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- eCertification
- Justice Court eFiling
- FARE – Infrastructure Port/Enhance
- Deploy Online Dispute Resolution
- Mental Health Repository
- Jury+ Upgrade
- APETS Replacement
- Data Analysis Dashboards
- eWarrant System Rollout
- Appellate New CMS Implementation
- FARE Implementations for Non-Standard Courts
- OnBase Consolidations
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates

* Note: Not all projects apply to all courts in the state.

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the county's courts in information technology projects from January 2020 to January 2021.

Primary Judicial Branch Accomplishments

- **eSearch Warrant Enhancements**
This project expanded the eSearch warrant to include search warrants for people, places, and things. The CTS team worked closely with the Phoenix Police Department and the Initial Appearance Court Commissioner. The functionality will be deployed statewide after fully being implemented at PPD.
- **Water Digitization Project Phase**
This project represents the first phase of tracking water cases electronically. The second phase includes building a case tracking system in iCIS NG.
- **APD iCIS Work Queue**
This project focused on developing various APD online forms, including many that are e-filed via iCIS.
- **Phoenix I/O Migration**
CTS migrated their data center to Phoenix Iron Mountain. This project entailed new hardware, moving some existing hardware, and testing all systems to ensure a successful cutover.
- **Office 365 Implementation**
CTS implemented Office 365 throughout the entire branch, completing in March 2020. This project also entailed an e-mail domain change.
- **Technical Debt Assessment**
The CTS management team outlined various technical debt items that need to be prioritized and completed over the next few years. This includes items associated with iCIS as well as infrastructure projects.
- **Juvenile Search iCIS Enhancements**
The juvenile search in iCIS was enhanced to provide more broad search capabilities and to bring back more results, similar to the statewide youth index. These enhancements help the juvenile department identify juveniles and reduce the number of duplicates in iCIS.
- **JAX – Multi-Parts Document Viewing**
This project enabled multi-part document page viewing in JAX.
- **Averhealth (TASC Replacement)**
When TASC announced its bankruptcy in August 2020, a decision was made to move forward with Averhealth. The process has been challenging since juvenile drug testing is much different than adult and it also requires service authorization forms for payment via the AOC.
- **New Intake Transfer and Release (ITR) Facility**
The new ITR facility went live in November 2020 after many delays due to COVID. The facility is now in operation and all the necessary technology updates are in place.
- **Court Connect Virtual Justice Platform Implementation MVP**
The Court Connect Virtual Justice Platform enabled Court hearings to continue during COVID electronically. The project integrated the court recording software, For the Record (FTR), the Court CMS, iCIS, and Microsoft TEAMS. The platform allows for the entire court case to be held virtually. This change has been extremely well received and allows for attendees to appear via a link so all they need is a smartphone.
- **Yubikey Two-Factor Authentication Pilot**
This project piloted the implementation of two-factor authentication within CTS. It is required for those individuals accessing iCIS. A branch wide implementation was planned through the first half of the year.

Justice Court Projects

- **Small Claims Rules Implementation**

In response to revised rules for application in Small Claims Cases effective January 1, 2020, the Operations Team worked with AOC staff to develop procedures and forms, conduct pilot court testing, and provide training to all court staff, hearing officers, and judicial officers.

- **CPOR (AZPOINT)**

Operations Team staff worked closely with AOC and CTS staff to develop functionality and connectivity with iCIS for protective order petitions and electronic document delivery to servicing agencies. Additionally, Operations Team staff performed testing, assisted with forms modifications and provided training to judicial officers and staff. Staff continues to troubleshoot and correct problems for the courts while MCJC continues operating under the contingency plan until all of the bugs have been worked out, especially in the transmission of data.

- **E-Filing**

Operations Team members worked closely with AOC staff and contractors to re-engage in the filing of complaints and select other documents, electronically via the internet, assisting with system design, specifications, and forms. The Operations Team has been working to provide this service to the public in Eviction Cases to give the courts some relief in the way of case processing when the onslaught of new eviction filings starts to occur.

- **Orders of Protection & Harassment Procedure Manual**

A committee of experienced OP/HA clerks and court supervisors reviewed the outdated OP/HA manual and made suggestions for updates (including CPOR) and process improvements. Staff completed the updates and published the manual to the O Drive for use by court staff.

- **Laptop, VPN and Cell Phone Assignments/Coordination**

In preparation for court staff and judges possibly needing to work remotely from home, additional laptops, VPNs, and cell phones were procured for each justice court. Staff worked with court managers and CTS to assign and distribute the needed equipment to the correct persons from each court.

- **E-Signatures**

As working remotely became more prevalent within the courts, staff researched all available options, selected the best option, and provided instructions to court staff and judges regarding application of e-signatures on court and administrative documents.

- **Jump Team Development**

In response to COVID and the possibility of court closures, developed two Jump Teams within each court - one team to work in the office and the other team to work outside of the office. Assigned a staff member to maintain a current roster of Jump Team members for each court and to coordinate staff assignments should Jump Team deployment be required.

- **eWarrant Quash**

Gave courts the ability to electronically quash warrants and to receive quash confirmations, alleviating court staff time to email or telephone MCSO and DPS to quash a warrant and manual entry of a return from a quashed warrant. A few justice courts had been "piloting" this program for approximately two years. After fine-tuning the processes with MCSO, DPS, and iCJIS, the program was deployed system wide as staff trained and distributed instructions to all courts by June 1, 2020.

- **MVD Modernization**

Worked closely with MVD staff as they replaced their legacy automation system with a new, comprehensive, motor vehicle system that supports their modernization effort. The MAX system went live in April 2020. Staff reconciled BATCHCON rejects, monitored the transmissions, and provided work around solutions for court staff until MVD has a fix for the MAX transmissions.

- **2020 Legislation, 2020 Court Rules and Administrative Orders**

Monitored rule changes and administrative orders that may affect justice courts through the year. Worked with the Operations Team to update the A.R.S. tables in iCIS for the bills signed by the Governor that impacted justice courts. Updated the penalty schedules, and reviewed forms needing updates, etc., so that courts would be ready for the legislation's effective date.

- **Home Detention**

Worked with the County Attorney to administer the program. Selected a vendor and obtained Board of Supervisors approval, then worked with Judge Watts to determine the handling of fees, forms, etc. MCAO staff provided training materials for MCJC judges and staff.

- **Court Operational Reviews**

MCJC staff provided documents and access to cases, including financials, in order for AOC staff to conduct Operational Reviews.

- **Forms**

Processed many forms updates and developed new forms to accompany changes in procedures and appearances.

- **COVID Court Support Processes**

Operations staff was instrumental in developing suggestions and procedures for the courts' pandemic response. Work done included:

- Researching mandated functions/appearances;
- Planning for reduction of in-person court appearances;
- Assisting courts with rescheduling non-mandated court hearings;
- Developing suggestions for transitioning staff out of the workplace and suggestions for tasks that staff could complete from home;
- Developing new procedures and modifying forms such as mail in pleas, eviction action motions to compel, self-surrenders, and FARE notices, etc.,
- Modifying the automated civil traffic default process by adding 28 days following the arraignment date to allow for late payments without the collection processes commencing;
- Providing ad hoc statistical reports;
- Adding drop box locations for filings and payments;
- Assisting courts with technologies, cell phones, and suggested procedures for siloing in place;
- Setting up phones to allow staff to take court calls away from the office;
- Developing remote worksites including the public side of the court building;
- Setting up virtual courtrooms and telephonic hearings, including procedures for moderating hearings from within or outside of the courtrooms;
- Adding touchless credit card readers to the front counter;
- Assisting the San Tan region (while quarantined) with onsite support and case processing.
- Working with management to develop a phased plan for the courts' return to business and for addressing the backlog.

- **COVID Backlog**

Alleviated backlogs that developed during the COVID -19 crisis by

- Scheduling virtual Civil Traffic and Small Claims hearings for all courts in a regional center,
- Sending hearing notices to litigants (for the courts) and issuing subpoenas to the officers for scheduled trials,
- Staggering arraignment dates and times to allow for more people to appear in court (with limited in-court contact),
- Re-starting the auto default process (halted in March) gradually so as not to inundate the courts. Over 6,000 late letters were printed and mailed to parties who defaulted in payments or failed to appear since March. The backlog was successfully cleared and the courts are now back on the normal default cycle.

Clerk of the Superior Court

Application Improvement Projects

- **Google Assistant Integration with IBM Watson**
Created and launched Google Assistant as a component of the clerk's Omnichannel initiative. Like Alexa Skill, Google Assistant is now integrated to the core AI, IBM Watson, also commonly referred to as the virtual assistant, Cleo.
- **New CMS/Internet Website**
Launched a new website with underlying CMS from Granicus to provide a dramatically improved look and feel and navigation. The new CMS enables the clerk's communication group to manage the site and content directly.
- **Automated Case Generation**
Developed a case-generation application associated with the eFiling system in preparation for initiating a Civil case through the AOC's Statewide eFiling Portal.
- **Office 365**
Completed the migration of all Clerk of Court employees to Office 365 in support of the County's initiative to have all departments using Office 365.
- **Virtual Assistant for New Website**
Launched AI-enabled Virtual Assistant (IBM Watson) with supporting customer experience team, including customer experience engineers responsible for conversation design and intent analysis in support of curating AI for improved response. This effort included a tie-in to live chat with a live person via seamless transition.
- **Clockify Time and Resource Reporting**
Launched time tracking software for resource planning and reporting, including ability to track Cares Act expenditures for approved projects.
- **Online Appointments for File Counter Visits in Qmatic**
Implemented ability to book appointments online through Qmatic for all file counter services in support of social distancing and pandemic mitigation. Subsequently added the ability to check in remotely for appointments through Qmatic.
- **Legacy RFR Retirement**
Completed the retirement of the legacy RFR system, reducing technology risk associated with the legacy system.
- **eFile for Civil Case Initiation**
Implemented case initiation in Civil cases through the completion of application updates to support the new ECF 4.10 specification and integration with the statewide eFiling portal.
- **Online Exhibits Portal**
Developed and launched an online portal to support submission of electronic exhibits using OnBase forms and ShareBase file storage. This project was essential in supporting the Court's Court Connect virtual hearings during the pandemic.
- **Online Payments**
Implemented online payments, including RFR and Billing and Deferral, through a partnership with Point & Pay.
- **eFile for Juvenile Case Types**

Completed programming updates to eFiling in support of expansion to additional Juvenile case types for subsequent filings. On December 4th, the Clerk's Office expanded eFiling in Juvenile Court to include subsequent filings for four additional case types: Adoption Certification (AC), Adoption (JA), Dependency (JD), and Severance (JS).

- **Intelligent Capture**

Completed the implementation of intelligent capture capabilities using IBM's Data Cap software. Twelve document types were tested and confirmed, enabling capture of key data elements including case type, case number, parties, and docket codes.

- **AI Enabled Agent – 12/30/20**

Leveraged an AI-enabled agent (Alfred) for internal monitoring and alerts, including email integration.

Infrastructure Enhancements

- **New ELA with VMWare**

Completed an enterprise license agreement with VMWare to support the Data Center Modernization project that establishes a primary data center at an off-site Tier 3+ hosted facility with secondary site at another off-site Tier 3+ facility. The ELA was secured at a significant discount and supports the initiative to reach 100% virtualization of the new data center.

- **Work-from-Home PCs for COVID Response**

Deployed WFH computers for over 350 staff to support the pandemic response and employees' ability to continue serving customers and court staff from home.

- **New Relic**

Implemented New Relic software for system and application monitoring.

- **Data Center Modernization**

Completed the installation of all new data center hardware and connection to the County network.

- **OnBase Comprehensive Assessment**

In partnership with DataBank, completed a comprehensive assessment of the OnBase environment including hardware, configuration, support, application integration, and monitoring. The assessment provided a roadmap for improvements and support for future upgrades.

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the Judicial Branch during fiscal years 2021-2024. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Case File Retention Plan	Provide a process to purge case document that are considered past their retention period.	Access to Electronic Documents	One of the last	FY21	Underway	
eFile Expansion	In coordination with the AOC, support the expansion of eFiling to additional case types and document types in an effort to make eFiling available in all cases.	Electronic Filing	Mid-cycle implementation	FY22	Planned	
JAZZ	Sending Juvenile data to JOLTS AZ database			FY23	Underway- Phase I-Delinquency Phase II-Dependency	
Justice Court e-Filing Project	Online filing of Justice Court case documents-initiation to resolution for all case	Electronic Filing	Early adopter	FY21	On Hold	

Statewide Project Participation

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	types. Modifications to include Multi-Vendor Support Model eUniversa Portal.					
Juvenile Disposition Matrix	Statewide disposition matrix incorporated into iCIS JPD.	AOC Juvenile Services Statewide Disposition matrix	Early adopter	March 2021	Underway	
Online Dispute Resolution	AOC currently in procurement process to acquire vendor for statewide Online Dispute Resolution program (ODR). This will require programming modifications.	CMS Upgrade/ Enhancements	Early adopter	FY21	Planned	
Online Dispute Resolution - Civil Cases	AOC currently in procurement process to acquire vendor for statewide Online Dispute Resolution program (ODR). This will require programming modifications.	CMS Upgrade/ Enhancements	Early adopter	FY22	Planned	

Statewide Project Participation

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Statewide Protective Orders Project (AZPOINT)	Maricopa's Domestic Violence (DV Prompt) web application has been enhanced to include mandatory fields outlined in the statewide DV project. Additionally, data exchanges have been put into place to both pull data down from the AZPoint portal and send data to the central data repository. This project has been incredibly challenging and we are still working through the issues.	Protective Order Re-engineering	Mid-cycle implementation	FY21	Underway	Changes in scope, requirements, and process issues. AzPOINT in maintenance mode; enhancements implemented as needed.
Water Master Digitization Project	The Business Services Division (BSD) will work with the General Stream Adjudication (GSA) judicial officers and staff will be trained to access the digitalized documents using the Case File number and Water-shed File	Water Master	Underway Phase I- Digitization is complete, now working on Phase II - CMS	FY22	Underway	Competing priorities; courtroom operation funding

Statewide Project Participation

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	number. The second phase will focus on enhancing iCIS NG to accommodate Statewide Water Master cases.					

Other Local Independent Projects				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Juvenile eFiling	Future plans for eFiling expansion include the acceptance of case initiating petitions and motions for the same four case types, and subsequent filings that do not require a filing fee for Guardianship (JG) and Emancipation (JE) cases.	FY22	Underway	
iCISng - .net Migration of iCIS	The CTS dept of the Judicial Branch is converting iCIS from a Classic ASP to .Net environment following accepted statewide standards. The Focus is on Criminal case type now	FY22	Underway	Large project, significant work and support is needed to bring the project to completion. Estimated completion is June 2022.
Crystal Reports to SSRS	Migrate from unsupported Reporting programs to newer technology	FY22	Underway	Resource availability / completion of Report Server Farm
Cloud Disaster Recovery for Case Management System	Azure DR for all case management system	FY21	Underway	Disaster Recovery will be conducted between SANs located in the Phoenix and Scottsdale data centers. Systems will need to be assess for short- and long-term viability for DRaS
Juvenile Dependency iCISng	Service Referrals - programming for documents uploads for judicial officers to use in hearings	FY22	Underway	Competing priorities, resources
Jury System Upgrade	Upgrade from legacy technology that is no longer supported and implement production	FY23	Conceptual	Assessments to be performed in FY22 for FY23 implementation, if

	failover			required
Windows 10 Upgrade – Superior Court	Upgrade from legacy technology that is no longer supported and implement production failover	FY22	Underway	Ability to secure hardware based on vendor supply chain. Most laptops and servers have already been upgraded to Win 10
FTR Upgrade	Upgrade from legacy technology that is no longer supported and implement production failover	FY23		Availability and timely delivery of equipment due to vendor supply chain conditions and output due to Coronavirus outbreak in China.
Training Environment for Superior Court	Create an integrated training environment to facilitate standardized iCIS training for Judicial Officers and Staff	FY22	Conceptual	Competing Priorities and Resources.
Implement ServiceNow IT Service Management Tool - Phase 1	Replace the existing JIRA tool used for Service Desk with an enterprise grade suite that would provide critical functionality such as self-service, integrated workflows, and standardized performance metrics and reporting.	FY22	Underway	Training and documentation required before general release
Guardianship Review Portal (GRP) Web Portal	Create an application that allows potential GRP volunteers to apply and manage their application accounts, existing volunteers to manage their profile accounts and upload assessment information, and the GRP Program Coordinator to manage all accounts, communicate to all existing and potential volunteers, pull reports, and manage an	FY21	Underway	Deployed August 2021

	expected increased number of volunteers.			
Problem Solving Courts - Tracking in iCIS	Develop a PSC Contracts screen for a Judicial Officer to electronically create behavioral contracts in Problem Solving Courts and capture a defendant's signature. Develop a widget within Criminal iCISng to track a defendant's progress in a specific Problem Solving Court. Develop the SSRS reports which will be the outcome of the PSC Contracts screen. Work with DIA (Data Integrity and Analytics) to develop reports for PSC stats to various agencies.	FY21	On Hold	Competing priorities
Juvenile eFiling	Future plans for eFiling expansion include the acceptance of case initiating petitions and motions for the same four case types, and subsequent filings that do not require a filing fee for Guardian	FY22	Underway	
Audio/Visual Standardization	Standardizing AV equipment throughout branch	FY22	Underway	COMPLETE
YubiKey Two Factor Authentication	Implement 2FA to obtain access to court resources	FY21	Deployment to pilot participants completed – addressing any feedback	
0365/DLP	Implement Data Loss Protection in O365	FY22	Underway	
Moving iCIS behind the WAF	Move iCIS behind Web Application Firewall	FY22	Underway	Pending iCIS SQL 2019 upgrade

FTR A/V Upgrades	Replace existing A/V infrastructure in courtrooms	FY23	Underway	Vendor inventory management Coordination of courtrooms to scheduled court activities
Court Connect	Virtual courtroom platform integrated with iCIS	Justice Courts FY21	Minimum Viable Product (MVP) Complete	Modifications will need to be made to meet requirements for MCJC
Adult Minute Entry (MEEDS) Replacement Clerk of Court	Migrate from older technology that has become increasingly difficult to maintain and support to new system that meets all requirements of the current business needs.	FY23	Planned	Competing priorities and potential funding constraints given the size of the project.
Desktop Refresh and Windows10 Upgrade – Clerk of Court	Deploy 500+ new PCs as part of the County's funded DRP. New PCs will include Windows10.	FY22	Underway	Completion has been pushed to early FY22 due to pandemic constraints and priority to support work from home.
Data Center Modernization – Clerk of Court	Establishment of Clerk's Office primary data center within Phoenix Iron Mountain with high availability capabilities between Phoenix Iron Mountain and Scottsdale Iron Mountain. Virtualize all servers through VMWare.	FY22	Underway	

APPENDIX A. COMPARISON OF ENVIRONMENT TO ARCHITECTURE TARGETS

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

JUDICIAL BRANCH – SUPERIOR COURT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	IE 11.0 and above, Google Chrome 10.x, Mozilla Firefox 3.6 and above, Safari 5.0 and above	FY22 Deprecating systems that require IE 11.0 either by converting to iCISng, and creating browser agnostic platforms

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Internal Web Enabled Applications. We support IE 11	FY22 Deprecating or converting any applications requiring IE 11
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	MCJC OnBase 17	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture		
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	SQL Server Queries, exported to Excel Office 365 for ad hoc reports	Converting to SSRS, project in progress, estimated completion is FY22
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	Crystal 8.5 (moving MS-SSRS 2016)	FY22 Project to convert to SSRS is currently in progress
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	Moving to ASP.NET and C# 3.5/4.5 .NET v4	FY22 Conversion to .NET in progress. Will be addressed with the conversion of Classic iCIS to NG
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2012 Team Suite, Visual	Updated to Visual Studio 2017

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			Studio 2012 Ultimate, JIRA	
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	TFS 2016	
Code Generation	Alachisoft, Visible Developer		N/A	
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Office 365	
Spreadsheet	Excel ≤2016	Excel 2018	Office 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	Office 365	
Local Standalone Database	MS-Access ≤2016	Access 2018	Access 2018	FY22 for departments still using Access
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	Office 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Microsoft Teams	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	Office 365 (Teams/SharePoint)	
Distance Learning		Centra	N/A	
Data Architecture				
DBMS	SQL Server <2012R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2008 R2, 2012 R2 2014, 2016, 2019	Currently updating all databases to SQL 2019 to be complete by end of October 2021
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	ER Studio	
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Fixed format, XML homegrown	
Data Transmission Encryption	Triple Data Encryption Standard (DES)		SSL, TLS 1.0/1.2 and SFTP	
e-Mail Encryption		S/MIME	O365	
Networks and Platforms				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 7, 8.1, 10	FY22 Currently migrating client machines to Windows 10 as either part of the 0365 migration, hardware replacement, or DRP
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Win Server 2008 R2, 2012 R2, 2016	FY22 Continuing to upgrade all servers to 2016 and Hyper-V for VMs
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	COM +, C# 3.5, WCF	FY22 Migration away from classic ASP in progress
Login Authentication	Unsecured content	UserID/Password	Okta	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		F5 BigIP VPN Okta	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 9.0.0	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	SSIS	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP and MQ 9.0.0	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	MQ 9.0.0	
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	ClearView	FY23 implementation, if necessary

CLERK OF THE SUPERIOR COURT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Browser based IE 11, Chrome and Edge	Remove IE by 12/31/21
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Browser based IE 11, Chrome and Edge	FY22 Deprecating systems that require IE11.0 and creating browser agnostic platforms.
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Hyland OnBase 18	Upgrade to new version as needed.
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax Ascent Capture, OnBase Capture	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	SSRS 2016, Power BI	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	SSRS 2016, Power BI	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	Visual Basic 6, ASP, ASP.net, C#, Angular, TypeScript	Update older applications to ASP.NET, C# and Angular
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2008 Visual Studio 2010 Visual Studio 2013 Visual Studio 2015	Migrate to VS2019 by 12/31/2021
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	TFS 2013	
Code Generation	Alachisoft, Visible Developer		N/A	

Office Productivity Tools

Word Processing	Word ≤2016	Word 2018	Word 2013	Upgrade to O365 by FY22
Spreadsheet	Excel ≤2016	Excel 2018	Excel 2013	Upgrade to O365 by FY22
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 2013	Upgrade to O365 by FY22
Local Standalone Database	MS-Access ≤2016	Access 2018	Access 2013	Upgrade to O365 by FY22 or SQL Server

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	Outlook 2013	Upgrade to O365 by FY22
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Microsoft Teams	
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint Online, Microsoft Teams	
Distance Learning		Centra	GoToWebinar	

Data Architecture

DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2005/2012/2014/2016/2019	Migrate 2005 to SQL Server 2016/2019 in FY22
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	SSMS 2016, Visual Studio 2015	
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Fixed format, ECF 3.x, ECF 4.x	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transmission Encryption	Triple Data Encryption Standard (DES)		TLS 1.2	
e-Mail Encryption		S/MIME		

Networks and Platforms

Client Operating System	<Windows 10 1809	Windows 10 1809	Window 7, Windows 10	Upgrading to Windows 10 by end of FY21
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows 2003/2008/2012/2016/2019 VMWare ESXi 7.2	Current projects to migrate 2003/2008 to Windows Server 2016/2019 by 12/31/2021.

Shared Services

Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	COM, WCF, C#	Working to remove COM by FY22
Login Authentication	Unsecured content	UserID/Password	UserID/Password	Implement 2FA by FY22
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Big Edge IP client (OET provided)	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Big Edge IP client (OET provided)	

Message Transport Middleware

Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 8.x	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	DTS, SSIS	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP, MQ 8.x	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	SFTP	

Jury Business Applications

Jury Management	<Jury+ NG	Jury+ NG	N/A	
-----------------	-----------	----------	-----	--

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Chandler Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Chandler Municipal court covering the period from January 2020 through June 2022. The following individuals from the court and city were involved in formulating the plan:

CHANDLER MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Alicia Skupin	Presiding Judge
Brenda Damp	Court Administrator
Daniel Bowman	Court Business Systems Analyst
Rachelle Faherty	IT Applications Manager
Andrew Fornek	IT Sr. Programmer/Analyst
Mitchell Robinson	IT Security Administrator
Andy Sandoval	IT Principal Systems Specialist

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
<p>Promoting Access to Justice</p> <ul style="list-style-type: none">- <i>Ability to e-file motions</i>- <i>Educational materials provided on website about case processes and flowcharts outlining case steps with options.</i>- <i>Improve video capability for video hearings.</i>
<p>Improving Court Processes to Better Serve the Public</p> <ul style="list-style-type: none">- <i>Automate the data transference between Chandler Municipal Court and Chandler PD.</i>- <i>Leverage CJIS' ability to store and handle more case related documents generated within the system.</i>- <i>Upgrade and redefine CJIS Architecture</i>- <i>Install wireless internet access for both public and staff use.</i>
<p>Enhancing Professionalism within Arizona's Courts</p> <ul style="list-style-type: none">- <i>Acquire tablets and configure them function as translating devices.</i>- <i>Upgrade existing Ethernet cabling to Cat 6. Upgrade network switches to accommodate new cabling.</i>- <i>Explore solutions to automate warrant validation report and final disposition report from PD/DPS.</i>- <i>Review Case Management System processes as they are currently implemented.</i>

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

with the previous **ADVANCING JUSTICE TOGETHER** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:

<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Chandler Municipal Court	Improving Access to Justice <ul style="list-style-type: none">- <i>Upgrade the ability to e-file motions with the Court.</i>	Create a web-based system for attorneys and parties to be able to login to file motions with the Court.
Chandler Municipal Court	Improving Access to Justice <ul style="list-style-type: none">- <i>Implement systems for video hearings.</i>	Create a system for holding hearings remotely via WebEx between the court and in-custody defendants
Chandler Municipal Court	Improving Court Processes to Better Serve the Public <ul style="list-style-type: none">- <i>Automate the data transference between Chandler Municipal Court and Chandler PD.</i>	Investigating the automation of Warrant data transfer to Chandler Police Department.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public <ul style="list-style-type: none">- <i>Upgrade and redefine CJIS Architecture.</i>	Enhance security and improve architecture, communications, data flow and processes through the reengineered application/ data server infrastructure.
Chandler Municipal Court	Improving Access to Justice <ul style="list-style-type: none">- <i>Install wireless internet access for both public and staff use.</i>	Wireless internet access will enable staff to work in areas without adequate Ethernet outlets. The public can be provided access as a convenience and a QOS improvement.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts <ul style="list-style-type: none"> - <i>Acquire and configure tablets to function as translating devices.</i> 	These devices will allow our staff to communicate with defendants in their native language, in case we don't have an interpreter available.
Chandler Municipal Court	Improving Access to Justice <ul style="list-style-type: none"> - <i>Educational materials provided on website about case processes and flowcharts outlining case steps with options.</i> 	These additions to the court website will allow court patrons to make better informed decisions about case processes.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts <ul style="list-style-type: none"> - <i>Upgrade existing Ethernet cabling to Cat6. Upgrade network switches to accommodate new cabling.</i> 	Enhancing the speed of our intranet will allow for better quality and higher capacity communications. It will allow for the use of in-building high quality video conferencing.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts <ul style="list-style-type: none"> - <i>Review Case Management System processes as they are currently implemented.</i> 	Reviewing the court's Case Management System allows administrators to identify inefficiencies and best practices which can be modified or better utilized throughout the system. Document indexing being an explored upgrade technique.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts <ul style="list-style-type: none"> - <i>Automate nCourt payments through case management system</i> 	Finish functionality of nCourt integration so that after a receipt is generated, so it is automatically processed by our Case Management System.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

10. Production Support
11. Manage & Improve Security
12. Mitigate Aging Technology Risk
13. Virtual Court Enablement
14. Public Facing Services (eFiling, eAccess, eNotification, ODR)
15. Increase Revenue Flow (FARE, eAccess, eFiling)
16. Increase Data Utilization (Access & BI)
17. Integrate Systems to Improve Productivity and Capability
18. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

- Deploy & Refine New eFiling Case Types
- Design LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- eCertification
- Justice Court eFiling
- FARE – Infrastructure Port/Enhance
- Deploy Online Dispute Resolution
- Mental Health Repository
- Jury+ Upgrade
- APETS Replacement
- Data Analysis Dashboards
- eWarrant System Rollout
- Appellate New CMS Implementation
- FARE Implementations for Non-Standard Courts
- OnBase Consolidations
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates

* Note: Not all projects apply all courts in the state.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

CHANDLER MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	E-Filing Motions	Ability to e-file motions within the court	Court has setup a system on the court's website to allow for the e-filing of motions. Motions come in the form of an email, and are manually entered into CMS. Hoping to eventually automate part of entry.
Local	Video Hearing System	Remote hearing system utilizing video teleconferencing technology	Court has been using Webex for remote hearings since April. Used in conjunction with HelloSign for electronically signing documents.
Local	Wireless/Wired Internet Upgrade	Installing wireless internet and upgrading cat5e cabling to cat6	Court has secured funding for wireless internet and wired internet upgrades. Project should complete by August 2021.
Local	Automate nCourt Payments Through Dashboard	Automate nCourt payments linking with CMS	Court has completed the automation process. nCourt payment now flow through their system to our CMS.
Local	Website Re-Design	Website redesign providing alternative materials and simplifying layout	Court website is in the process of being redesigned as a service delivery mechanism rather than an information delivery vehicle.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2020. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
None						

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Automatic Warrants	Automate data transference between Chandler Muni Court and Chandler PD. Explore solutions to automate warrant validation report and final disposition report from PD/DPS.	FY22	Underway	Data transference has been semi-automated currently. Exploring solutions for automated warrant validation
Case Management System Architecture Upgrade	Upgrade existing CJIS database management system from Progress to SQL.	FY23	Conceptual	Conceptual
Wireless Internet Access	Install wireless internet access for both public and staff use.	FY22	Conceptual	Funding secured, underway June/July 2021
Tablets as Translating Devices	Procure and configure a tablet for each courtroom that will have software capable of taking voice input and giving a translated output.	FY22	Conceptual	Conceptual
Public Educational Materials	Educational materials provided on website about case processes and flowcharts outlining case steps with options.	FY21	Conceptual	Materials are prepared, planning strategy for website deployment
Upgrade Ethernet Wiring	Upgrade existing Cat 5 ethernet cabling to Cat 6. Upgrade network switches to accommodate the new cabling.	FY22	Conceptual	Funding secured, underway June/July 2021

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Case Management System Review	Review case management system processes as they are currently implemented. Create relational document indexing system. Identify best practices and areas for improvement with Case Management System integration.	FY22	Underway	Continual improvements being made to CMS

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Internet Explorer 11.0.96	Edge://version 89.0.774.63 (Official build) (64-bit) chrome://version 84.0.4147.125 (Official Build) (64-bit) Timeline – August 2021 (*`version could be
--	-------------------	---	---------------------------	---

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
				updated by time of implementation)
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Progress Openedge 11.7 and .NET 4.5	C# 4.5 Implemented in March 2018. Ongoing updates.
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Application Xtender 16.6	February 2022
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Application Xtender 16.6	February 2022
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	StyleVision 2021 XML and FOP	N/A
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	StyleVision 2021 XML and FOP	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	Progress Openedge v11.7 SP1, .NET 4.5 Node JS 8.9.4	Continuous Upgrade
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Progress Developer 4.5.2 2017, Visual Studio 2015	Continuous Upgrade
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	SVN	Continuous Upgrade

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Code Generation	Alachisoft, Visible Developer		Progress Development Studio 11.7 / Eclipse 4.5.2	Continuous Upgrade
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Word 365	Courts desktops were upgraded with O365 installed
Spreadsheet	Excel ≤2016	Excel 2018	Excel 365	Courts desktops were upgraded with O365 installed
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 365	Courts desktops were upgraded with O365 installed
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	N/A	N/A
E-mail Client	Outlook ≤2016, Lotus Notes, GroupWise (unsupported)	Outlook 2018, Lotus Notes, GroupWise (supported versions)	IBM Notes 10.0.1 FP2	M365 Govt Cloud Timeline: June 2021
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Sametime IBM Notes 9.0	M365 Govt Cloud Timeline: June 2021
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business		

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Distance Learning		Centra	SABA (LEAF) Version U49	Quarterly Updates
Data Architecture				
DBMS	SQL Server ≤2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	Oracle 12/13, Progress 11.7, MS SQL 2012 sp3	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	N/A	N/A
Data Exchange Model	XML homegrown	Fixed format, GJXDM	N/A	N/A
Data Transmission Encryption	Triple Data Encryption Standard (DES)			
e-Mail Encryption		S/MIME	Proofpoint Protection Server 8.13.8	July 2021 Upgrade to Cloud Version
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10 Enterprise	
Server & Network Operating Systems	OS/400, Windows Server ≤2008 R2, HP-UX, RHEL 3	Windows Server 2012 R2, RHEL 5	RHEL 7.4, Windows 2016, ESX 6/6.5	Ongoing

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	Docker 18.03	
Login Authentication	Unsecured content	UserID/Password		
Remote Access Through Internet by employees or contractors	Ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 7.0	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP (intracourt, vendor) MQ 7.0	N/A

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Scheduled Production (Mission Critical)				
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	N/A	
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG		

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Gilbert Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for Gilbert Municipal Court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

GILBERT MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
David M. Cutchen Jr.	Presiding Judge
Adam Walterson	Court Administrator
Susan Holliefield	Deputy Court Administrator
Kevin Shaw	Court IT Analyst

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Prosperous Community - The Town of Gilbert takes pride in being a community with a family focus, special welcoming feel, outstanding service delivery, and firm commitment to retain its defining characteristics while it continues to grow. This strategic initiative provides direction to include livability considerations in all decision-making and service delivery. Gilbert Municipal Court's role in contributing to community prosperity is to promote access to justice with a professional court team focused on protecting individual rights as well as the community.
Strong Economy – Gilbert is committed to attracting high paying STEM related-industries and pursuing higher education opportunities and revitalizing aging areas to promote a strong economy and improve overall quality of life. Gilbert Municipal Court's role in contributing to a strong economy is to enforce court orders through the lens of fair justice and through innovations in policy and technology in accordance with laws and regulations.
Exceptional Built Environment - Gilbert is committed to ensuring well-maintained and sustainable infrastructure. Gilbert Municipal Court's role in contributing to and exceptionally built environment is to implement the highest level of cyber-security reasonably attainable in-order to secure local and state automation infrastructure and promote public trust and confidence in the courts as well as ensuring uninterrupted access to justice.

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

The complete strategic plan is available at:
<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Gilbert Municipal Court	Exceptional Built Environment Goal - Promoting Access to Justice	Improve access to the courts through transmission of Criminal & Traffic Data and access to documents to the AOC, further enhancing centralization and overall public safety.
Gilbert Municipal Court	Prosperous Community Goal - Protecting Children, Families and Communities	Implement Phase II of <i>FullCourt Enterprise</i> enhanced protective orders integration – ingestion of AZPOINT data via automation.
Gilbert Municipal Court	Strong Economy Goal - Promoting Judicial Branch Excellence and Innovation	Implement Phase III of <i>FullCourt Enterprise</i> text messaging, expanding text messaging reminders concerning sentence compliance such as MADD and community restitution.
Gilbert Municipal Court	Strong Economy Goals - Promoting Judicial Branch Excellence and Innovation & Promoting Public Trust and Confidence	Completion of the automated data exchange between <i>FullCourt Enterprise</i> and FARE for select cases where local collection efforts have become ineffective as a component of reasonable collections efforts that complement civic financial health.
Gilbert Municipal Court	Exceptional Built Environment Goal – Promoting Public Trust and Confidence	Continue to protect the Court’s electronic resources by ensuring our hardware is supported and maintained with the latest updates and patches. The Court is migrating its test and production, application and database servers to a more secure data center.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Gilbert Municipal Court.

Description	Total Count
Desktop total	43
Laptop total	18
Network printer total	22

The operating system (OS) for the desktops and laptops are Windows 10. The City IT maintains a 3 - 5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Clerical Support	43
Public Access PCs Kiosks	2
PCs in the Courtroom	7
Judges’ Chambers PCs	5
Imaging PC (OnBase - Bulk)	1
Courtroom Presentation PC	1
Public Access Docket Display PCs	2

There are a total of 4 servers at the court or for court use at the city. Most of these servers have been virtualized and are running on Dell PowerEdge R640 hardware with version 6.7 of VMware ESX

The Network Operating Systems (NOS) is Microsoft Windows Server 2016 r2 and/or Microsoft Windows Server 2012.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Continue to Mitigate Aging Technology Risk (Windows 2016, Windows 10 and virtualization)
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Design LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- eCertification
- Justice Court eFiling
- FARE – Infrastructure Port/Enhance
- Deploy Online Dispute Resolution
- Mental Health Repository
- Jury+ Upgrade
- APETS Replacement
- Data Analysis Dashboards
- eWarrant System Rollout
- Appellate New CMS Implementation
- FARE Implementations for Non-Standard Courts
- OnBase Consolidations
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

GILBERT MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	AZPOINT	Integration with the AZPOINT system to facilitate post-filing protective order processing and to conform to legislative requirements.	Phase I Integration with AZPOINT was implemented January 1, 2020.
State	FARE Integration	Significant progress towards integration with the FARE program.	Development and testing underway for most of 2020. Integration implemented April 16, 2021.
Local	Courtroom Ready Text notifications	On demand notifications to litigants that a courtroom is ready to hear their cases.	COVID-19 mitigation and general courtroom management improvement using our FullCourt CMS at no additional cost.
Local	Video Appearance	WebEx Remote video appearance capability.	COVID-19 mitigation - Implemented remote video appearances in-order to minimize travel and exposure to virus.
Local	Device Consolidation	Reduction of computers used by judicial officers.	Assigned notebook computers to judicial officers eliminating additional hardware and login issues from desktop computers in chambers and shared machines on benches.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Multi-Factor Authentication	Implementation of multi-factor authentication for all court users to further enhance cyber security.	Completed February 2021, no issues.
Local	Server Migration	Gilbert's Data Center is moving from the Municipal Center to its Public Safety Complex. All municipal automated services impacted.	Completed March 19, 2021, no issues.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
AZPOINT	Enabling FullCourt CMS to ingest data from AZPOINT petition portal to populate data and documents, improving efficiency and securing full technological participation in the digitization of protective orders.	Protective Order Re-engineering	One of the last	FY22	Underway	Currently in the process of developing Phase II integration between <i>FullCourt Enterprise</i> & AZPOINT. – ingestion of data via automation. Anticipated implementation date in July 2021.
CCR - Central Case Repository	Development of Criminal & Traffic Data transfer & document access to the Central Case Repository	Access to electronic documents	One of the last	FY23	Conceptual	Resource intensive integration project that will be subject to Gilbert, vendor & AOC project prioritization.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
FullCourt Text Messaging, Phase III	Expanding text message notifications to include reminders about non-monetary requirements such as MADD and community service.	FY22	Conceptual	No identified issues
Courtroom Digitization, EDMS Phase II	Elimination of paper files in courtrooms.	FY23	Conceptual	Analyzing infrastructure requirements necessary to conform to ACJA 1-507. Subject to Gilbert project prioritization.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

**6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE
ARCHITECTURE**

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	HTTPS/TLS public access to FCE Internet Explorer v11 or newer	Town wide analysis underway to identify web browsers and associated applications and suitable replacements for IE. Phase out IE by 12-31-2021. There are no court applications using IE.
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NETFULL Framework	Chrome v80.0.3987.149	Town IT

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	OnBase 16, FCE - Document Management	Town IT
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Hyland OnBase 16, JSI – FCE Imaging Client	Town IT
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2012	Crystal 11, SSRS 2012	As needed
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	Crystal 11, SSRS 2012	As needed
Development Languages	ASP (Classic), COBOL, JAM, RPG,	Java, .NET FULL Framework	Java, .NET FULL Framework	As needed
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2013	Dependent on Local IT to update its SQL report server
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	SolarWinds / Service Desk	Town IT
Code Generation	Alachisoft, Visible Developer		Microsoft Visual Studio 2017	As needed
Office Productivity Tools				
Word Processing	Word ≤2016	Word 0365	Word 0365	Town IT

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Spreadsheet	Excel ≤2016	Excel 0365	Excel 0365	Town IT
Presentation	PowerPoint ≤2016	PowerPoint 0365	PowerPoint 0365	Town IT
Local Standalone Database	MS-Access ≤2016	MS-Access 0365	Access 0365	
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 0365 GroupWise (supported)	0365	Town IT
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Microsoft Teams	
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint Server 2016	
Distance Learning		Centra	NeoGov	
Data Architecture				
DBMS	Microsoft SQL Server <2012 R2, Informix ≤11.7.x	Microsoft SQL Server 2012/2014/2016, Informix 12.1, MySQL 7.5	Oracle Database 12c Standard Edition Release 12.1.0.2.0 - 64bit	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	Microsoft SQL Server SQL Server 2012/2014/2016	

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Flat file format, XML	As needed
Data Transmission Encryption	Triple Data Encryption Standard (DES)		WinSCP Version 5.17.10	
e-Mail Encryption		S/MIME	Cisco Registered Envelope Service (CRES) Version CRES-6-1-0-045	
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10	Windows 10 / IT
Server & Network Operating Systems	<Windows Server 2012 R2	<Windows Server 2012 R2	<Windows Server 2012	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	N/A	
Login Authentication	Unsecured content	UserID/Password	MFA	Completed MFA rollout
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect SecureLink		TeamViewer 11/ AnyConnect/ NetMotion SecureLink	Town IT

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version SecureLink	TeamViewer n-1 version	SecureLink	Migrated vendor access to SecureLink
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ v5.13.5	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	Microsoft SQL Server SQL Server 2012/2014/2016	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	Microsoft SSRS 2016	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ v5.13.5, MULE	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ v5.13.5, MULE Logicity v1.7, Task Scheduler	
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	No Jury Management System in Place	Service contract with Superior Court Jury Commissioner for summons & compensation

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. *As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.* This plan covers only the activities of Glendale City Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Glendale court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

GLENDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Bradley Bundy	<i>System Analyst</i>
Rodriguezcrespo Alex	<i>System Analyst</i>
Patrick Scott	<i>Deputy Court Administrator</i>
Christopher Phelps	<i>Court Administrator</i>
Presiding Judge Nicholas C. DiPiazza	<i>Presiding Judge</i>

**B. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Improve Warrant Process
Establish Veterans Court in Glendale
Empower the Public by Enhancing Self-Service Opportunities
Replace Aging Infrastructure
Reduce Workload on Staff via Streamlining and Automating Processes
Reduce Transports from MCSO
Improve Courtroom Audio
Local Court Performance Dashboards, Monitoring, and Analytics
On-line Dispute Resolution (ODR/Matterhorn)
Pilot for the AOC on Digital Evidence

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs.

The complete strategic plan is available at:
<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Glendale City Court	Improve Warrant Process	Improving Court Processes to Better Serve the Public (improve warrant processing)
Glendale City Court	Establish Veterans Court	Promoting Access to Justice Improving Court Processes to Better Serve the Public Enhancing Professionalism

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
		<p>within Arizona's Courts</p> <p>Improving Communications and Community Participation</p> <p>Veterans Court Application</p>
Glendale City Court	Enhance Self-Service Opportunities for Public	<p>Negotiate on-line payment contracts</p> <p>Website chat box</p> <p>Translation services</p>
Glendale City Court	Replace Aging Infrastructure	<p>Replace number calling software (Quematic)</p> <p>Court security surveillance camera replacement</p>
Glendale City Court	Streamline and Automate Business Process	<p>Participate in Statewide eBench project</p> <p>Defendant summary page</p> <p>Treatment Court reporting portal</p> <p>Litigant case dashboard web portal</p> <p>Attorney case dashboard web portal</p>
Glendale City Court	Reduce Transports from MCSO	Video arraignment with MCSO
Glendale City Court	Improve Courtroom Audio	A/V upgrade for video arraignment
Glendale City Court	Local Court Performance Dashboards, Monitoring, and Analytics	Court Administrative Performance Dashboard
Glendale City Court	Outline Dispute Resolution	<p>Promoting Access to Justice</p> <p>Improving Communications and Community Participation</p>
Glendale City Court	Manage Digital Evidence	Improving Court Processes to Better Serve the Public

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

- Deploy & Refine New eFiling Case Types
- Design LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- eCertification
- Justice Court eFiling
- FARE – Infrastructure Port/Enhance
- Deploy Online Dispute Resolution
- Mental Health Repository
- Jury+ Upgrade
- APETS Replacement
- Data Analysis Dashboards
- eWarrant System Rollout
- Appellate New CMS Implementation
- FARE Implementations for Non-Standard Courts
- OnBase Consolidations
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

GLENDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Upgraded web payment portal from cold fusion to .net	Improving Court Processes to Better Serve the Public.	Better service for the public and payments feed directly into AJACS.
Local	Upgraded all courtroom audio	Installed new microphones and software to improve reception and transcription capabilities.	Created a clearer audio for more accurate courtroom record. Service contract in place.
Local	Virtual Court	We transitioned from in-person proceedings to virtual proceedings for Mental Health Court, Protective Orders, Civil Traffic and limited courtroom proceedings.	Made the court accessible to the public during the Covid crisis.
State	AZPoint	Created a state-wide system for the filing of protective order petitions and transmission of court orders to law-enforcement.	Tested and implemented fixes prior and after state-wide release.
Local	Wi-Fi Expansion	Adding 2 additional access points for public, litigants, prosecutors, jurors and court employees.	Increased coverage capabilities and public accessibility within the courthouse.

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
eWarrants	Pilot for the State of Arizona to produce an e-Warrant solution with electronic return. Project has 4 parts. Success is dependent on AOC integration approval.	eWarrants	Early adopter	FY22	In-progress	Automated validation phase not completed
eBench	Judicial tools used to create a digital workbench of tasks, tools and resources.	Judge/Bench Automation	Early adopter	FY22	Planned	Feature creep, individual court demographics delaying fixes, judicial buy-in
Court Administrative Performance Dashboard	Improved administrative reports for better data analytics to monitor court performance and workflow.	Data Analysis / Reporting	Early adopter	FY22	In-progress	Ability to customize reports for individual needs and demographics
Digital Evidence	Allow litigants to submit and review evidence online	Digital Evidence	Early adopter	FY22	In-planning	Compliance from prosecutors and defense attorneys accepted format for all evidence

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Matterhorn/ ODR	Allow litigants to accept pleas. Helps all litigants to navigate and negotiate resolution of a case on-line.	On-line Dispute Resolution	Early adopter	FY22	In-planning	Delays due to Covid. Prosecution and Judicial buy-in

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Video Arraignments with MCSO	Video arraignments via real time video/audio between the court and MCSO.	FY22	On Hold	Dependent upon MOU between AOC, MCSO and City of Glendale through the Justice Network. Funding, cooperation from MCSO, building owner permissions
Veterans' Court Application	Automate the creation of court paperwork used in new veterans' court, reports for analytics and measurables, integration with AJACS. Similar to Mental Health Court application.	FY22	In early planning	Funding, Council buy-in and partnerships with Veterans Affairs
Online Payment Contracts	Gives litigants the ability to negotiate payment contract online	FY22	In development	Effectively promoting the site, governance
Replace Number Calling Software	Install public Quematic call system with full analytics to measure wait time and improve customers service	FY22	Waiting on Funding	Council Approval, Costs
Court Security Surveillance Camera Replacement	Increase camera quality and coverage. Cameras to be compatible with Police Genetec System.	FY22	In planning	Council Approval, Costs Planning for an integrated city-wide system underway
Website Chat Box	The ability for litigants to communicate with court staff through the website	FY22	On hold	Council approval re: cost, City IT approval, customer demand

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Translation Services	Explore translation services for lesser used languages to increase access to justice. Explore using AI.	FY23	On-hold	Council approval re: cost, customer demand
Defendant Summary Page	A Courtroom Helper enhancement to provide a defendant summary sheet to better communicate important court information and or future actions.	FY22	Planned	Feature creep
Treatment Court Reporting Portal	An automated solution to collect program progress or completion reports from contracted treatment provider.	FY23	On-hold	Provider buy-in, governance, security, HIPPA
Litigant Case Dashboard Web Portal	An automated solution to provide litigants a real-time case summary	FY23	On-hold	Litigant buy-in, governance, security, HIPPA, Council approval, data connectivity
Attorney Case Dashboard Web Portal	An automated solution to provide prosecutors and attorneys a real-time case summary	FY24	On-hold	Attorney buy-in, governance, security, HIPPA, Council approval, data connectivity
AV Upgrade for Video Arraignment	Allow for Judges to control all audio and video channels for all defendants, victims and attorneys	FY22	Waiting for Funding	Lack of funding

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Edge	None
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	.NET 4.5 (C#, ASP)	.NET 5.0 C# / Timeline: 2021
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Hyland OnBase 17 – AJACS open records	Laserfiche - City solution closed records
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Hyland OnBase 17 – AJACS open records	Laserfiche - City solution closed records

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2012	Court Reporting Library w/Crystal 12 and Excel 2016	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	Court Reporting Library w/Crystal 12 and Excel 2016	
Development Languages	Java (on a business case need basis), ASP (Classic), COBOL, JAM, RPG,, Windows Workflow Foundation	.NET FULL Framework	.NET 4.0 or 4.5. C#, VB, ASP, MVC	.NET 5.0 / 2021
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2019	Visual Studio 2021 Timeline: Upon availability
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Visual Studio Team Server with GIT	
Code Generation	Alachisoft, Visible Developer		None	None
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Word 365	None
Spreadsheet	Excel ≤2016	Excel 2018	Excel 365	None

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 365	None
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	SQL 2016 Express Software	None
E-mail Client	Outlook ≤2016, GroupWise (unsupported)	Outlook 2018, GroupWise (supported versions)	Outlook / Outlook 365	None
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Teams	None
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business		
Distance Learning		Centra	Web X/Teams/Zoom	None
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2016 Express Software	As Needed
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x		
Data Exchange Model	XML homegrown	Fixed format, GJXDM	MQ8.0/JSON/NetWeb service	NIEM 2.1 or OASIS LegalXML/ Unknown

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transmission Encryption	Triple Data Encryption Standard (DES)			
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10 Enterprise	None
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Microsoft Windows Server 2016 (64-bit) Standard	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	.Net 4.0 & 4.5	.Net 5.0
Login Authentication	Unsecured content	UserID/Password		
Remote Access Through Internet by employees or contractors	Ipssec/AnyConnect		Cisco AnyConnect	
Remote Access Through Internet by vendors or trusted partners	Ipssec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		

ATTACHMENT 3
GLENDAL MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 8	None
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	None	None
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	None	None
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ V8	None
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ V8 Web services	None
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	Agile Jury	None

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Mesa Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Mesa Municipal Court covering the period from January 2022 through June 2024. The following individuals from the court and city were involved in formulating the plan:

MESA MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
John Tatz	Presiding Magistrate
Vacant	Court Administrator
Chris Molnar	Management Assistant II

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Access to Justice
Fair Justice Initiatives
Promote Judicial Branch Excellence and Innovation
Other

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:

<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Mesa Municipal Court	Access to Justice	Restore e-Services Mesa IT is committed to restoring e-Service (Web/IVR) to the level it was prior to conversion.
Mesa Municipal Court	Access to Justice	Develop more on-line services and provide access to the court's web services through mobile devices.
Mesa Municipal Court	Promoting Judicial Branch	Bench Automation - Mesa Court

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
	Excellence and Innovation	<p>System (MCS)</p> <p>Mesa IT continues undertaking phases of the MCS project. It will integrate CMS, forms generation and the document management system. It will serve as a one-stop shop for judicial review, imposition of sentence, or other rulings needed to facilitate case flow management.</p>
Mesa Municipal Court	Fair Justice Initiatives	<p>Develop, in conjunction with John Hopkins University, Bloomberg Philanthropies, City of Mesa IT and Performance Team, data sets related to the Community Court's delivery of services.</p>
Mesa Municipal Court	Promoting Judicial Branch Excellence and Innovation	<p>Data Based Decision-Making</p> <p>Develop and incorporate data-based analytical tools to assess court programs and operations as a basis for decision-making.</p>
Mesa Municipal Court	Promoting Judicial Branch Excellence and Innovation	<p>Case Management</p> <p>Continue development of case management system capability such as FARE implementation, AZPOINT and Protective Order Module, and expanding automated processes such as Bench Automation and MCS (Mesa Court System) to integrate CMS, forms generation and the document management system. It will serve as a one-stop shop for judicial review, imposition of sentence, or other rulings needed to facilitate case flow management.</p>

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- | | |
|--|--|
| <ul style="list-style-type: none">• Deploy & Refine New eFiling Case Types• Design LJ Judge Automation• Expand Automated Notification Capability• JOLTSaz Dependency & Officer UI• eCertification• Justice Court eFiling• FARE – Infrastructure Port/Enhance• Deploy Online Dispute Resolution• Mental Health Repository• Jury+ Upgrade | <ul style="list-style-type: none">• APETS Replacement• Data Analysis Dashboards• eWarrant System Rollout• Appellate New CMS Implementation• FARE Implementations for Non-Standard Courts• OnBase Consolidations• LJ PSA Automation• Data Access Portals• Digital Evidence• Virtual Court Support• Child Support Calculator Updates |
|--|--|

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

MESA MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	AZPOINT	Online portal for protective order preparation and submission	Mesa complied with the original 1/1/2020 implementation deadline and continues to update as required
State	FARE	Mesa is working with the AOC to develop a FARE module in court CMS	Extensive programming in place; testing in progress with AOC
Local	QMatic (Queue Management System)	Upgrade needed for continued support and options	Scheduled system upgrade completed Jan 2020; server upgrade completed Oct 2020
Local	Courtroom Streaming Audio	Admin order related to COVID recommended video/audio streaming solution as feasible for public access to court proceedings	Public streaming audio site launched Aug 2020
Local	Mobile Workforce Enhancement	Work-at-home solutions for all staff during pandemic	City-driven project to assess, procure and distribute work-at-home equipment & solutions for staff Apr-Sept 2020
Local	Video Conferencing Enhancements	Video conferencing setup in additional rooms to facilitate virtual meetings, interviews, etc.	Completed setup in jury deliberation room Sept 2020, work has begun in jury assembly room
Local	Aspect System Upgrade	Phone/IVR system upgrade	Completed Nov 2020
Local	Virtual Automation	Enhanced use of Microsoft Teams and conference bridge/teleconferencing systems for meetings & court sessions	Utilized Mar 2020 - Present

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Multi-Factor Authentication (MFA)	New security standard from the Arizona Judicial Council requiring a second level of security verification to access court computers.	Implemented March 2020

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
New Case Management System - FARE Module	Mesa is working with the AOC to develop a FARE module in the New CMS.	FARE	One of the last	FY21	Underway	

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Restore all e-Services	The Court is restoring its Web/IVR applications to its prior functionality before new CMS adoption.	FY22	Underway	
Bench Automation	The first stage will be for calendar display that will be the integrated link for Mesa's case management system, document management system and forms generation.	FY21	Underway	
Online Services Development	Develop more online services and provide access to the court's web services through mobile devices.	FY21	Underway	
Develop Datasets and Measures to Assess Specialty Court Delivery of Services	Develop data sets related to the Community Court's delivery of services. To be expanded in the future to assess other specialty courts.	FY21	Underway	

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Current modern browsers (Edge, Chrome, etc.)	N/A
User Interface Delivery Method for Business Applications	Character based,, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	.NET Framework 4.7	N/A
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Filenet 5.5	N/A
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax Ascent Capture	N/A
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	SQL SSRS Report Server 2016	N/A

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	SQL SSRS Report Server 2016	N/A
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	.NET Framework 4.7	N/A
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2013 - 2019	If an app was created on version 2013, it will generally remain on that version until we do a major enhancement or rewrite. There is sometimes risk in upgrading just for the sake of upgrade – it can break some functionality. Court CMS uses 2013, so that will remain in our environment for some time to come.
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Microsoft Azure Dev Ops (formerly known as Visual Studio Online)	N/A
Code Generation	Alachisoft, Visible Developer		Visible Developer, Excel	N/A
Office Productivity Tools				

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Word Processing	Word ≤2016	Word 2018	Word (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Spreadsheet	Excel ≤2016	Excel 2018	Excel (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	Access (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
E-mail Client	Outlook ≤2016, GroupWise (unsupported)	Outlook 2018, GroupWise (supported versions)	Outlook (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Microsoft Teams (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint Online (Office 365 Pro Plus online version with automatic updates from Microsoft; GGC	N/A

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			(Government Community Cloud)	
Distance Learning		Centra	Microsoft Teams (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL 2016	N/A
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	N/A	N/A
Data Exchange Model	XML homegrown	Fixed format, GJXDM	XML	N/A
Data Transmission Encryption	Triple Data Encryption Standard (DES)		TLS 1.2	N/A
e-Mail Encryption		S/MIME	Exchange Online Encryption/Office Message Encryption (OME)	N/A
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10	N/A

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2008 R2 Windows Server 2012 Windows Server 2016	On extended support, plan to upgrade to latest OS by June 2020; Court CMS application servers were upgraded to Windows Server 2019 Standard March 2019. Other servers upgrade was delayed by COVID-related efforts, expected to restart soon. Extended support expires Feb 2021, hope to complete upgrades by then; if not, extended support for another year.
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	.Net Framework, Web APIs	N/A
Login Authentication	Unsecured content	UserID/Password	Microsoft LDAP UserID/Password	N/A
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Global Protect	N/A
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Global Protect	N/A

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ7.5	Per direction of AOC will move to newer version as needed
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	SFTP Voyager 16.2/ MQ 7.5	N/A
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	SFTP Voyager 16.2/ MQ 7.5	N/A
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP Voyager 16.2/ MQ 7.5	N/A
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP Voyager 16.2/ MQ 7.5	N/A
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	Agile Jury	N/A

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Phoenix Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Phoenix Municipal court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

PHOENIX MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Tom Carroll	Information Systems Officer
Joe Hamilton	Assistant Information Systems Officer
John Melisko	Senior IT Systems Specialist
B. Don Taylor III	Chief Presiding Judge

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
City of Phoenix Innovation and Efficiency Savings Program

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
City of Phoenix Public Safety Strategic Plan: https://www.phoenix.gov/citymanager/strategicplan/study-areas/public-safety

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Phoenix Municipal Court	Complete CMS Web Upgrade Project – Phase VI Aligns with the following Justice 20/20 goal: 3	Back-end upgrades for OnBase, preliminary planning for moving from Informix to SQL server, updating our Active Case Imaging discovery plans and on-line sentencing enhancements for iCMS. (We had a procurement delay related to the completion of the hybrid cloud portion of this project.)

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Phoenix Municipal Court	Expansion of Public Web Access and Services Aligns with the following Justice 20/20 goal: 3	The court will be exploring opportunities to increase access to court services via our public facing website. Areas of focus include scheduling and the expansion of remote hearings.
Phoenix Municipal Court	Active Case Imaging Project Aligns with the following Justice 20/20 goal: 3	Scheduled to commence in 2022, the Court will undertake a project to convert paper active case files to digital files within the local OnBase EDMS, and integrate the OnBase system with Court's iCMS.
Phoenix Municipal Court	Orders of Protection Qmatic Expansion Aligns with the following Justice 20/20 goal: 2	The orders of protection office will be undergoing a major renovation. As part of this, we will be expanding a tailored version of Qmatic to assist in serving customers efficiently during periods of high volume.
Phoenix Municipal Court	Legislative / Administrative Order Updates Aligns with the following Justice 20/20 goal: 3	The court will continue to monitor legislative changes and administrative orders that necessitate logic changes to court supported system.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the “Retirement” column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req’d chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- | | |
|--|---|
| • Deploy New eFiling Case Types | • Data Analysis/Reporting |
| • Deploy LJ Judge Automation | • eWarrant System |
| • Expand Automated Notification Capability | • New Appellate CMS Setup |
| • JOLTSaz Dependency & Officer UI | • CPOR 2 Implementation |
| • AJACS - AZTEC Replacement | • FARE Implementation for Non-Standard Courts |
| • eCertification | • Move AJACS Superior Courts to V6.1 |
| • Justice Court eFiling | • LJ PSA Automation |
| • FARE - Infrastructure Port | • Conditions of Release Tracking |
| • Online Dispute Resolution | • Data Access Portals |
| • Mental Health Repository | • Digital Evidence |

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

PHOENIX MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	New Payment Portal	The court created a new payment portal for defendants to make on-line payments. PMC will leverage the city's credit card transaction volume to lower transaction costs.	Working in conjunction with Chase and our business stakeholders, this solution was designed, developed, tested and deployed and is now in production.
Local	MVD Modernization Project	MVD upgraded their primary enterprise system requiring some data interface changes.	The court technology division updated our data feed in line with revised MVD requirements.
Local	Jury Center A/V Refresh	Upgrade aging A/V components in the Jury Center used to share instructional information, communicate with the jurors and provide entertainment.	Installed new displays, audio and video systems, and a new touch screen controller interface with a modern, vendor supported solution.
Local	Jury Courtroom Audio Enhancements	Implemented a solution for conducting socially distanced sidebar conversations.	Installed a wireless communication system that allows sidebar conversations between the judge and attorneys while remaining socially distant. The system also employs white noise in the courtroom while in use.

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	ITR Opening	Relocated our physical courtroom to the county's new Intake Transfer and Release facility.	Stood up technology in support of the new Intake Transfer and Release facility and decommissioned the courtroom in the old facility.
Local	Laptop Deployment	Migrated all remote access to court issued laptops.	Deployed laptops to all remote workers, along with a new VPN solution, Netmotion.
Local	Adoption of Agile	Implemented the AGILE SDLC	We migrated to the AGILE SDLC to improve the operational efficiency of our development team.
Local	Local OOP AZPOINT OnBase	Transitioned our petition files used by AZPOINT to our local OnBase system	The court updated our OOP system to leverage our on-prem OnBase system and worked with the AOC to import files previously hosted on their system.

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Expansion of Public Web Access and Services	Implement the AOC digital evidence portal for use with our online and in-person hearings.	Digital Evidence Portal		TBD	Waiting on access	
Legislative / Administrative Order Updates	Design, implement and test enhancements related to the expungement of marijuana related charges.	Prop 207		July 2021	In process	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
CMS Upgrade Phase IV	Proof of concept with VMWare on AWS and Development of online sentencing to support active case imaging.	FY22	Underway	The project was stalled due to delays tied to City of Phoenix procurement.
iCMS Quality of Life Enhancements	The court will be working with staff to identify opportunities for quality-of-life enhancements and efficiency gains made possible by the new user interface.	FY22	Planned	
Expansion of Public Web Access and Services	The court will be exploring opportunities to increase access to court services via our public facing website. Areas of focus include scheduling and the expansion of remote hearings.	FY22	Conceptual	
Active Case Imaging Project	The Court will convert paper active case files to digital files within the local OnBase EDMS and integrate the OnBase system with Court's iCMS.	FY22	Planned	
Expansion of Public Web Access and Services -Qmatic Expansion	Conceptual at this point, but the Court will be exploring options to allow online reservations as part of our Qmatic system and our CMS.	FY21	Conceptual	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Internet Explorer 11 Edge Chrome	IE 11 was scheduled for removal in conjunction with an OnBase upgrade to address a Chrome bug. We are meeting this week to discuss the removal, apart from the work-stations that still require it for OnBase until the upgrade is complete.
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	.Net Framework, .Net Core, Azure DevOps	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	OnBase Foundation EP1	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	OnBase Foundation EP1	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2012	PERL, Telerik, Jam	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	MS SSRS 2014, Pearl, Postscript, SharePoint	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	ASP.Net Framework 4.6, .Net Core, Perl, Java, C#, JavaScript, Panther Web	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	VS2019, VSCode, Panther, ECLIPSE	
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	CA Harvest, Azure DevOps	CA Harvest to be phased out.
Code Generation	Alachisoft, Visible Developer			
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Office 365	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Spreadsheet	Excel <2016	Excel 2018	Office 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	Office 365	
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	Office 365	
E-mail Client	Outlook ≤2016, GroupWise (unsupported)	Outlook 2018, GroupWise (supported versions)	Office 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Skype for Business Microsoft Teams	
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint 365	
Distance Learning		Centra	Pluralsight	
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2014/2016, Informix 11.7 FC3	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	Erwin	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Fixed format, GJXDM, APIM, JSON, XML	
Data Transmission Encryption	Triple Data Encryption Standard (DES)			
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10 1909	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2016, AIX 6.1, AIX 7, VMWare ESXi 6, RHEL 7.6	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	APIM, WCF,	
Login Authentication	Unsecured content	UserID/Password	RSA 2 Factor, AzureAD, UserID/Password	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		NetMotion	

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	TeamViewer	
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 5.3	Looking at AzureMQ to update.
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk		
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP, FTP	Looking at AzureMQ to update.
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ 5.3	Looking at AzureMQ to update. Currently testing version 9 on the development server.
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	Agile Jury (Maricopa County)	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Paradise Valley Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Paradise Valley Municipal Court covering the period from January 2021 through June 2023. The following individuals from the court and city were involved in formulating the plan:

PARADISE VALLEY MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Hon. J. Tyrrell Taber	Presiding Judge
Jeanette Wiesenhofer	Court Director
Dan Draeger	Court Supervisor
Laura Navarro Cobos	Applications Systems Analyst
Jason Mitchell	IT Analyst
Steven Brunasso	Chief Information Officer, Town IT

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Improve Access to Justice through “Fair Justice Initiatives”
Improve Court Processes and Quality of Service

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public’s trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary’s new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona’s Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at: <https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Town of Paradise Valley Municipal Court	Promoting Access to Justice	Enhance web site to allow customers to search for case information.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Develop data exchange with FARE for select cases where local collection efforts have become ineffective.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Create an interface with vendor to electronically import photo enforcement process service affidavits and court date into CMS.

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Update monthly statistical reports to comply with AOC Court Services requirements.
Town of Paradise Valley Municipal Court	Promoting Access to Justice	Text Messaging Enhancement to CMS. Text message reminders for court dates, payments and sentence compliance.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Implement subscription-based payment model for payment plans.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Install a wireless presentation system in courtroom to facilitate the display of digital evidence.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

For reference, the statewide strategic technology priorities as assigned by the Commission on Technology are as follows:

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- | | |
|--|--|
| • Deploy & Refine New eFiling Case Types | • Jury+ Upgrade |
| • Design LJ Judge Automation | • APETS Replacement |
| • Expand Automated Notification Capability | • Data Analysis Dashboards |
| • JOLTSaz Dependency & Officer UI | • eWarrant System Rollout |
| • eCertification | • Appellate New CMS Implementation |
| • Justice Court eFiling | • FARE Implementations for Non-Standard Courts |
| • FARE – Infrastructure Port/Enhance | • OnBase Consolidations |
| • Deploy Online Dispute Resolution | • LJ PSA Automation |
| • Mental Health Repository | • Data Access Portals |
| | • Digital Evidence |
| | • Virtual Court Support |
| | • Child Support Calculator Updates |

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

PARADISE VALLEY MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Self Service Kiosk		Install self-service kiosk for customers to access forms, dockets, case data, MVD records and AZPOINT.
Local	Citation Image import to CMS		Modified citation import file format to include citation image for all case types. All complaint types are viewable in CMS.
Local	Court Server and Work Station Upgrade		Court Application Server updated Upgraded all workstations to latest Windows 10 Version Migration of court workstations to new secure network Migration of new servers into secure enclave independent and isolated firewall segment Mitigation of previous vulnerabilities through server/workstation migration/upgrades.
Local	Virtual Desktop for telecommuting		Implemented Secure Virtual Desktop Infrastructure with 2FA and centralized data and remote VPN connections with 2FA.

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Replacement of Court Surveillance System		Upgraded Court's CCTV to enhance video and sound. Includes additional cameras to expand surveillance areas around the courthouse perimeter.
Local	Secure environment for Credit Card Terminals		Migration of CC machines to secure PCI environment

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Statistical Reporting	Create new monthly statistical reports to comply with the AOC Court Services Division requirements	Data Analysis / Reporting	Mid-cycle implementation	FY22	Underway	
Text Messaging	Enhance CMS to send text message reminders for court dates, payments and sentence compliance.	Automated Notifications	One of the last	FY22	Planned	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Website Case Lookup	Enhance website to allow customers to search for case information.	FY22	Planned	
Increase Collections	Develop data exchange with FARE for select cases where local collection efforts have become ineffective.	FY21	Planned	
CMS Enhancements	Create an interface with vendor to electronically import photo enforcement process service affidavits and court date into CMS.	FY23	Planned	
Automated Recurring Billing	Subscription payment model for payment plans. Direct processing of payments into court's CMS, no clerical action needed to process payment.	FY23	Conceptual	
Digital Wireless Presentation Device	Install a wireless presentation system in courtroom to facilitate the display of digital evidence when required during proceedings.	FY22	Conceptual	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Chrome V79	
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Browser-based Chrome V79	
Electronic Document Management	Hyland OnBase <17	OnBase 17/18	FullCourt Enterprise Imaging Module	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	FullCourt Enterprise Imaging Module	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2012	Crystal Reports 2016	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	Crystal Reports 2016	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	Java	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Eclipse Visual Studio 2017 – Test Svr	
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Apache Subversion	
Code Generation	Alachisoft, Visible Developer		Java Virtual Machine (JVM)	
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Word 365	
Spreadsheet	Excel <2016	Excel 2018	Excel 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 365	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	N/A	
E-mail Client	Outlook ≤2016	Outlook 2018	Outlook 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Teams 365	
Distance Learning		Centra	SkillSet	
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL 2016	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	SQL Server DB Modeler	
Data Exchange Model	XML homegrown	Fixed format, GJXDM	NIEM/XML	
Data Transmission Encryption	Triple Data Encryption Standard (DES)		IPSec VPN Tunnel 256	
e-Mail Encryption		S/MIME	None	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10 20H1	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Server 2016/2019	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	Spring-based/SOA	
Login Authentication	Unsecured content	UserID/Password	Active Directory	
Remote Access Through Internet (employees)	ipsec/AnyConnect		Pulse Secure	
Remote Access Through Internet (vendors / trusted partners)	ipsec/AnyConnect, TeamViewer n-2 version	TeamViewer n-1 version	Pulse Secure/ TeamViewer MS-SCCM	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/8.0	MQ v5.14	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	Microsoft SQL server 2016	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	Microsoft SSRS 2016	
File Transfer, Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	IP Switch/ Python/SFTP MQ v5.14 MULE	
File Transfer, Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	Email/SFTP/ MQ v5.13 MULE	
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	No Jury Management system in place.	Service contract with Superior Court Jury Commissioner for summons & compensation

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Scottsdale Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Scottsdale Municipal court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

SCOTTSDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Joseph Olcavage	Presiding Judge
Ken Kung	Court Administrator
Daniel Edwards	Deputy Court Administrator
Samantha Mounsey	Deputy Court Administrator
Randy Kennedy	Court Automation Manager

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Enhance Customer Service
Assist Low Income Customers
Support Special Populations
Appreciate and Value Employees

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Hire and Keep Good People
Expand Staff's Depth of Knowledge
Enhance Collection Practices
Expedite Case Disposition and Reporting
Maintain Fiscal and Operational Accountability
Ensure Continuity of Operations
Continue to Enhance the Case Management System
Increase Integration with Business Partners
Expand Technology Solutions
Support the City's Safety Initiatives
Provide a Safe Environment for Staff and Public

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:

<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Continue to enhance the case management system	Adopt and incorporate state mandated enhancements/modules.
Scottsdale City Court	Increased integration with business partners	Utilize data transfers to increase integration with prosecutors/ long-form citations.

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Increased integration with business partners	Develop integrated check-in system for defendants.
Scottsdale City Court	Enhance customer services	Enhance online services by providing ability to quash warrants on select cases.
Scottsdale City Court	Enhance customer services	Enhance online services by providing ability to create payment agreements on select cases
Scottsdale City Court	Increased integration with business partners	Improve electronic communication with criminal justice partners.
Scottsdale City Court	Expand technology solutions	Viewing area with Audio/Video feed from jail court. Possibly stream live to Internet.
Scottsdale City Court	Expand technology solutions	Develop statistical database for ease and standardization of reporting and analysis.
Scottsdale City Court	Expand technology solutions	Computerize employee training plan and trainings.
Scottsdale City Court	Expand technology solutions	Integrate to more external sources.
Scottsdale City Court	Expand technology solutions	Implement the Court Innovation Team's recommendations.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- | | |
|--|--|
| • Deploy & Refine New eFiling Case Types | • Jury+ Upgrade |
| • Design LJ Judge Automation | • APETS Replacement |
| • Expand Automated Notification Capability | • Data Analysis Dashboards |
| • JOLTSaz Dependency & Officer UI | • eWarrant System Rollout |
| • eCertification | • Appellate New CMS Implementation |
| • Justice Court eFiling | • FARE Implementations for Non-Standard Courts |
| • FARE – Infrastructure Port/Enhance | • OnBase Consolidations |
| • Deploy Online Dispute Resolution | • LJ PSA Automation |
| • Mental Health Repository | • Data Access Portals |
| | • Digital Evidence |
| | • Virtual Court Support |
| | • Child Support Calculator Updates |

* Note: Not all projects apply to all courts in the state.

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

SCOTTSDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local			Implemented touch screens for signatures at lobby windows.
State	Security		100% of staff and sitting bench setup with 2FA.
Local			Moved most proceedings to remote via Teams.
Local			Started livestream / broadcasting audio of courtroom proceeding.
Local			Real-time disposition reporting to MVD to facilitate the satisfaction of default judgment allowing defendant to reinstate license quicker.
Local			Adopt and incorporate the City's standard development tools and methodologies to enhance supportability by City IS.

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Public Safety Assessment	Automated tool to evaluate multiple inputs and provide a risk assessment for judge to determine release conditions	LJ Public Safety Assessment	Mid-cycle implementation	FY21	On Hold	Statewide system implemented by AOC

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Data Transfer for Prosecutor Long-Form Citations	Utilize data transfer to implement prosecutor long form filing in a manner similar to existing SPD and photo enforcement electronic filing.	FY22	Conceptual	
Additional eServices	Add services to the existing web site to allow litigants more access/services that can be done without coming to the court. Online Payment Agreements.	FY21	Underway	
Integrated Check-in System	Develop integrated check-in system for defendants so courtroom clerks and/or prosecutors know which litigants have arrived and when.	FY22	Planned	
Additional eServices	Add services to the existing web site to allow litigants more access/services that can be done without coming to the court. Online warrant quashing.	FY22	Planned	
Jail Court Viewing Feed	Viewing area with audio/video feed from jail court to accommodate more guests and ease weekend viewing. Possibly stream video live to Internet.	FY22	Conceptual	
Statistical Database	Database for non-case-specific identifying values to create AOC monthly stats and Scottsdale specific trends data.	FY22	Planned	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Computerize Employee Training Plan and Trainings	Database for tracking all employee training requirements and accomplishments and creating CBT trainings to supplement live trainings.	FY23	Planned	
Improve Electronic Communication with Criminal Justice Partners	Identify all data being sent from and received by CJT partners and utilize technology solutions to integrate that data into systems court systems.	FY21	Planned	
Integrate to More External Sources	Identify all data being sent from and received by the court and utilize technology solutions to integrate that data into systems court systems.	FY23	Conceptual	
Implement Court Innovation Team Recommendations	Technology enhancements outside of the CMS that enhance the customer or staff's experience and efficiency.	FY21	Underway	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Microsoft Edge 89+ Google Chrome 89+	
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Desktop application	
Electronic Document Management	Hyland OnBase ≤<	Hyland OnBase 17/18	Open Text DM 16.7.1	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax 10.2.1.4, ScandAll Pro 2	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	PowerBI 2020, DevExpress Xtra Reports	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	PowerBI 2020, DevExpress Xtra Reports	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	C#	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2019	
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Azure DevOps	
Code Generation	Alachisoft, Visible Developer			
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	Word, Office 365	
Spreadsheet	Excel ≤2016	Excel 2018	Excel, Office 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint, Office 365	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	MS-Access ≤2016	MS-Access 2018		
E-mail Client	Outlook ≤2016, GroupWise (unsupported)	Outlook 2018, GroupWise (supported versions)	Outlook, Office 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Teams, Office 365	
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint, Office 365	
Distance Learning		Centra		
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012 /2014, Informix 12.1, MySQL 7.5	SQL Server 2017	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x		
Data Exchange Model	XML homegrown	Fixed format, GJXDM	CSV, XML	
Data Transmission Encryption	Triple Data Encryption Standard (DES)			

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME	LiquidFiles	
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2012 R2	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 7.5	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk		
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP, MQ 7.5	AOC uses SFTP for MVD disposition reporting, will implement any new statewide standard.
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP	
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG	ClearView Jury (Maricopa County)	

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. **As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.** This plan covers only the activities of Tempe Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Tempe Municipal Court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

TEMPE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Hon. Kevin Kane	Presiding Judge
Alexis Allen	Court Administrator
Christy Visca	Sr. Management Assistant
Kimberly Sotelo	Management Assistant
City of Tempe IT Department	

**A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS,
INITIATIVES, AND PRESSURES**

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC AGENDAS
Promoting Access to Justice – Access to Justice Initiatives
Protecting Children, Families, and Communities Fair Justice Initiatives Restorative Justice Initiatives
Promoting Judicial Branch Excellence and Innovation Data-Based Decision Making Case Management Technology Initiatives Courthouse Safety and Security

**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND
BUSINESS PRESSURES**

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:

<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
City of Tempe Tempe Municipal Court	Allow multi-court collaboration and use of technology to establish and expand problem solving courts across jurisdictional boundaries.	CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans' Court.

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
City of Tempe Tempe Municipal Court	Improve timeliness and efficiency of civil, local and criminal case processing.	As new case processing standards are established update CMS.
City of Tempe Tempe Municipal Court	Promoting Access to Justice	Evaluate CMS for implementation for all “Fair Justice Initiatives.”
City of Tempe Tempe Municipal Court	Improving Court Processes to Better Serve the Public	Evaluate AO 2016-113 and current EDMS system for the potential of implementing a paper on demand environment
City of Tempe Tempe Municipal Court	Increase Public Facing Services	Implement text and email reminders for upcoming court and no-later-than dates.
City of Tempe Tempe Municipal Court	Improving Court Processes to Better Serve the Public	Expand the acceptance of e-Citations types into CMS.
City of Tempe Tempe Municipal Court	Promoting Judicial Branch Excellence and Innovation – Data-based decision making	Data Analysis Reporting / Evaluate current stats to expand dashboard
City of Tempe Tempe Municipal Court		Evaluate CMS/FARE

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the “Retirement” column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support
2. Manage & Improve Security
3. Mitigate Aging Technology Risk
4. Virtual Court Enablement
5. Public Facing Services (eFiling, eAccess, eNotification, ODR)
6. Increase Revenue Flow (FARE, eAccess, eFiling)
7. Increase Data Utilization (Access & BI)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- | | |
|--|--|
| • Deploy & Refine New eFiling Case Types | • Jury+ Upgrade |
| • Design LJ Judge Automation | • APETS Replacement |
| • Expand Automated Notification Capability | • Data Analysis Dashboards |
| • JOLTSaz Dependency & Officer UI | • eWarrant System Rollout |
| • eCertification | • Appellate New CMS Implementation |
| • Justice Court eFiling | • FARE Implementations for Non-Standard Courts |
| • FARE – Infrastructure Port/Enhance | • OnBase Consolidations |
| • Deploy Online Dispute Resolution | • LJ PSA Automation |
| • Mental Health Repository | • Data Access Portals |
| | • Digital Evidence |
| | • Virtual Court Support |
| | • Child Support Calculator Updates |

* Note: Not all projects apply to all courts in the state.

COURT IT ACCOMPLISHMENTS CY2020

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2021.

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

TEMPE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Multi Factor Authentication	Implemented MAF	Implemented January 2020
State	Legislative Update: New Rule 13-905 Set Aside Judgment Rule	Updated CMS with required changes for new rule.	Implemented February 2020
State	MVD Max Updates	Updated CMS with required changes to reduce rejects into the new MVD MAX system and RO Batch look up	Implemented May 2020
State	Legislative Change HM2307 New Auto Theft Authority Fund	Update CMS with required changes for new violation code, fund and reporting requirements	Implemented October 2020
State	Legislative Change Prop 207	Updated CMS with required changes for new violation code, creation of Smart and Safe fund and reporting requirements	Implemented December 2020
State	Rule Change: Standardized Warrant Form	Updated CMS with new form requirements	Implemented December 2020
Local	Coronavirus Response – Court Staff Teleworking	Received and configured necessary hardware and software for court staff to work from home. Updated Court SharePoint site with additional resources in order to assist the public in all areas of the court while working from home.	Implemented April 2020

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Court Website Enhancements	Updated the Court Website to include several fillable PDF forms to facilitate electronic filings and minimize foot traffic.	Implemented April 2020
Local	Telephonic and Virtual Proceedings	Received and configured necessary hardware and software to conduct telephonic and virtual proceedings, including Civil Traffic Hearing, Non-Jury Trials, Protective Orders and In Custody Proceedings.	Implemented April 2020
Local	Diversion Program Enhancement	Updated CMS for the required changes to the MIP Program	Implemented May 2020
Local	Public Access Terminals	Stood up 2 Public Access Terminals for additional online processing and AZPOINT Case Submissions	Implemented May 2020
Local	Coronavirus Response – Addressing Compliance Issues	Fair Justice Initiative - Principle Five: suspension of a driver's license as last resort – mass mailing to encourage compliance before resuming nightly default processing	May 2020

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Coronavirus Response - Special OSC dockets	Fair Justice Initiative - Principle six: Non-jail enforcement alternatives – mass mailing/special Order to show cause dockets to encourage compliance before resuming nightly compliance processing.	June 2020
Local	Electronic Case Management	Linked CMS and EDMS for retrieval of forms from Register of Actions	Implemented June 2020
Local	Court and Prosecutorial Services for Town of Guadalupe/MCSO issued citations	Set up and configured CMS to accept E-Citations from MCSO	Implemented July 2020
Local	Email Notifications to Court Appointed Attorney's	Send Notice of Case Appointment, Withdraw and Hearings Date/Tim via email	Implemented August 2020
Local	Computer Refresh	Refreshed all Courtroom, Counter and Workroom computers with new PC's running on Windows 10.	November 2020
Local	Mixer Refresh	Installed new sound mixers in all courtrooms as part of hardware upgrades	November 2020
Local	Jury/Training Room Equipment update	Updated Jury/Training Room Audio/Visual Equipment	Implemented November 2020

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2021. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

.....
STATEWIDE PROJECT PARTICIPATION
.....

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Fair Justice Initiatives	Evaluate CMS for implementation of "Fair Justice Initiatives."	Fair Justice for All Support	Early Adopter	FY 23	Underway	

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Regional Veterans Court Participation	Conduct a CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans Court.	FY 23	Conceptual	
Electronic Case Management	Evaluate AO 2016-113 and current EDMS system to implement active case imaging, paper-on-demand environment and Bench-automation.	FY 23	Conceptual	
Text and eMail Reminders	Send text and email reminders for upcoming court and no later than dates.	FY 21	Underway	
E-Citation	Expand the acceptance of E-Citation types into CMS to accept ATTC and Zoning Violations	FY 23	Conceptual	
MQ Upgrade	Move from SFTP to MQ processing as processes are enhanced/changed	FY 23	Conceptual	
FARE	Evaluate CMS to facilitate participation with FARE	FY 22	Conceptual	
Data Analysis Reporting	Evaluate current statistical reporting to expand and include dashboard capability	FY 22	Conceptual	

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
---------------------	---	--	---	-----------------------------

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	IE 11 and above, MS Edge, and Chrome	TBD City of Tempe IT IE11 is installed on a few computers but is not used.
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	Windows Forms	TBD City of Tempe IT
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	SIRE 6.6	2022/2023
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	SIRE 6.6	2022/2023

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	MS-SSRS 2014	TBD
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	MS-SSRS 2014	TBD
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	VB .Net Framework 3.5 and 4.7.2	Upgrade to .Net 4.6 – 4.7.2 2020/2021
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2013	Visual Studio 2019 2020/2021
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	MS Team Foundation Server	TBD City of Tempe IT
Code Generation	Alachisoft, Visible Developer		N/A	TBD
Office Productivity Tools				
Word Processing	Word ≤2016	Word 2018	MS Office 365	TBD City of Tempe IT
Spreadsheet	Excel <2016	Excel 2018	MS Office 365	TBD City of Tempe IT
Presentation	PowerPoint ≤2016	PowerPoint 2018	MS Office 365	TBD City of Tempe IT

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	MS-Access ≤2016	MS-Access 2018	MS Office 365	TBD City of Tempe IT
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	MS Office 365	TBD City of Tempe IT
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Skype for Business, Microsoft Teams	TBD City of Tempe IT
Collaboration	Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	SharePoint Online, Microsoft Teams	TBD City of Tempe IT
Distance Learning		Centra	LinkedIn Learning	TBD City of Tempe IT
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL Server 2012	SQL Server 2019 Mid 2021
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	Visible Developer 4.4	TBD
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Fixed format, XML	TBD
Data Transmission Encryption	Triple Data Encryption Standard (DES)		SFTP, HTTPS, and Kleopatra	TBD

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Window 7 Pro, Windows 10	Windows 10 City of Tempe IT 2021 – refresh underway to single device model using Surface Pro.
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows 2012 R2, and Windows 2019	2012 R2 before support expires. 2019 on a 5-year cycle
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	Web-Services	TBD City of Tempe IT
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect 4.1	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Cisco AnyConnect 4.1 and 3rd-Party Agreement	SecureLink third-party remote access platform - 2020

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ V7.5.0.2	MQ V9.0 2020
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ V7.5.0.2, Secure FTP	AOC and MVD have agreed that processes using SFTP will be allowed to continue with SFTP. TMC - Other processes using SFTP will be addressed during the RFP process to transition to MQ.
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ V7.5.0.2/ Secure FTP	AOC and MVD have agreed that processes using SFTP will be allowed to continue with SFTP. TMC - Other processes using SFTP will be addressed during the RFP process to transition to MQ.
Jury Business Applications				

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2022-2024

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Jury Management	<Jury+ NG	Jury+ NG	Clearview	TBD – Maricopa County Jury Commission